

Service Level Agreement



FROM: GULF WAREHOUSING COMPANY Q.S.C (GWC)
ADDRESS: P.O BOX 24434 DOHA – QATAR
Effectivity: From: December 2017

Description of Terms	Service Standard and Agreement
1. Confidentiality, Data Privacy and Protection	GWC strictly prohibits engaging in or tolerating bribery or any form of corruption and our moving partner agrees to GWC’s policies and procedure to ensure information provided are secured and treated as confidential. When performing services, agent/partner shall not without prior consent from GWC disclose or permit disclosure of such confidential information to any third party.
2. Anti-Corruption and Bribery	GWC Commits to legal and ethical behavior and refrain from doing anything that will harm the interest of clients and the industry. <ul style="list-style-type: none"> ▪ As our agent/partner we request full compliance on our policy which prohibits offering, giving or promising anything of value, directly or indirectly to a government official to influence, or reward official action of to anyone to persuade them to perform their work duties or otherwise indecently. ▪ We must never disregard or fail to report any indication of improper payments to the appropriate authorities. ▪ We must stand by all applicable anti-corruption laws and we will not receive or approve to accept any payment either, gifts or any other advantage in relation to any job performed on behalf of GWC. These expectations must be communicated to all those persons who will be performing services for or on behalf of GWC, including any subcontractors
3. Anti-Trust Charter	A cartel is an agreement, concerted practice or conspiracy among competitors to fix prices, submit collusive tenders, divide or share markets and, more generally, restrict competition. We pledge to take a zero-tolerance approach to cartel conduct at all times, we will act professionally, fairly and with the utmost integrity in all business dealings and relationships. We pledge to abide by the highest ethical standards and to free and fair competition.

Service Level Agreement

<p>4. Services</p>	<p>As our agent/partner we expect the following minimum level of service for the applicable requirement:</p> <ul style="list-style-type: none"> ▪ When survey request is given, agent/partner must acknowledge in 1 working day our inquiry and schedule a survey with customer. Survey results and agent's quotation must be submitted to GWC within 2 working days ▪ Agent/partner will carry packing and loading using quality packing materials and trained personnel ▪ Packing list must be signed by crew leader and customer at the designated section of packing list ▪ No items should mention pack by owner goods and any prohibited materials/goods should not be packed. ▪ Final Weight and dimensions of packed cargo must be informed to GWC at least 3 days before the loading of shipment ▪ Agent/partner must provide the shipping documents (AWB/BL) within 1 working day from hand over to airport and within 3 working days from sailing date of the sea shipment <p>For delivery services:</p> <ul style="list-style-type: none"> ▪ Agent/partner must notify GWC in advance on when is the planned delivery date ▪ Agent must notify GWC within 2 working days of the confirmation of delivery and if there were any damages or discrepancy found during delivery process. ▪ Delivery documents, completed customer feedback form and signed packing list must be received within 5 working days from delivery date. Signed packing list should be a clear copy with complete 4 signatures at origin and destination.
<p>5. Invoicing</p>	<ul style="list-style-type: none"> ▪ Invoice must be submitted within 15 working days from completion of service with all necessary attachments of approved variation if any. All invoices to be raised in USD currency
<p>6. Agreement and Key Personnel</p>	<p>These terms and conditions shall be suitable during our inquiries, and after our acceptance of the quotation/rate request and all other information provided by our service partners. For any general inquiries about our terms and conditions, please address them to our Key personnel assigned. Contact details as follows:</p>

Service Level Agreement

	Contact Name: Marilyn Nicholas Email: Marilyn.nicholas@gulfwarehousing.com Tel No: +974 44023504	
7.ACCEPTANCE	COMPANY NAME:	
	SIGNED BY :	
	DESIGNATION:	
	SIGNATURE:	
	DATE SIGNED:	