

General Partner Responsibilities

We require all individuals and companies who provide services for or on behalf of Fox Moving & Storage to do so in accordance with the below policies, which are available upon request and by following the links in our emails. Furthermore, it is the Agent's responsibility to ensure that any person who will be performing services for or on behalf of Fox Moving & Storage, including any subcontractors, will fully comply with these policies and any laws, rules and regulations applicable

1. Confidentiality & Data Protection

The Agent confirms agreement with Fox Moving & Storage Supplier Data Processing Agreement as well with all applicable laws and regulations. A copy of our policy is available upon request.

2. Anti-Bribery and Anti-Corruption

All work should be carried out in accordance with the FIDI Anti-Bribery and Corruption Charter.

3. FIDI Anti-Trust Charter

Supports the fight against cartels, which restrict competition among suppliers to the detriment of customers

4. General Communication

- a. Prompt, proactive response time to transferee:
- b. Urgent : within 24 hours/one business day
- c. Non-urgent: within 48 hours/2 business days

5. Escalation of any issues or problems as respects transferee move

- a. Contact Fox Moving & Storage International by phone and/or email upon notification of issue / problem
- b. Provide options for resolution, if appropriate
- c. Continue to provide updates to Fox Moving & Storage until issue/ problem resolved

6. Follow all instructions and allowances provided by Fox Moving & Storage, advise of any variances or service requests within 24 hours of receipt

7. All supplemental or pass through charges must be supported by original source documents (no handwritten documents will be accepted)

8. Invoices to be received by Fox Moving & Storage within 10 days of completion of service

9. Maintain strict compliance with local law & regulations:

- a) GDPR (see Fox Data Privacy and Protection Policy)
- b) Health & Safety Regulations

10. Assist in settlement of insurance claims, if needed

Origin Services

1. Confirm receipt of service authorization within 1 working day/ 24 hours

2. Contact transferee within 1 working day/ 24 hours of receipt of service authorization and/or when authorized by Fox Moving & Storage International. If unable to make contact with transferee, advise Fox Moving & Storage within 2 working days/48 hours after initial contact attempt

3. Pre-move survey

- a) Surveys must be visual, unless previously approved by Fox Moving & Storage

- b) Video Surveys can be carried out unless instructed otherwise by Fox. If shipper objects, Fox must be advised and instructions sought.
- c) Only experienced surveyors may perform the survey
- d) Surveyor must use correct equipment and documents to perform survey and must be professionally dressed
- e) Confirm contact details and address with transferee
- f) Survey to be provided at no cost to Fox Moving & Storage unless otherwise agreed.
- g) Surveyor should visually inspect all items to be shipped to ensure accurate volume estimation
- h) A detailed list of all items to be shipped, with estimated volume, will be made and provided to Fox Moving & Storage International. Note any items not available for viewing
- i) All items requiring special care should be noted. Examples would be fragile items requiring crating, pianos, bulky /heavy items, difficult access, special permits, storage, etc. Any elements of the move that will cause additional charges must be noted and approved by Fox Moving & Storage prior to packing
- j) Provide Fox Moving & Storage with survey results within 2 business days/48 hours

4. Prior to Packing

- a. Schedule pack date(s) with transferee and advise Fox Moving & Storage International of date(s)
- b. Confirm pack date(s) and arrival time as soon as possible or at least 1 business day prior to start of packing with transferee

5. Packing and Loading

- a. Crew should arrive on or before agreed upon arrival time. If delay expected, transferee should be notified
- b. All crew members must have either a corporate or local government photo ID in their possession while at residence
- c. At least one of the crew members must be able to communicate with transferee in English
- d. Prior to start of packing, crew leader must complete walkthrough. Photograph and note any existing damage on pack report, signed by transferee prior to the start of packing. The origin agent will be responsible for repairs and costs of damage to property not documented in advance or damage, caused by crew
- e. Crews must provide suitable floor and wall protection, as needed
- f. Packing list will include descriptions of carton contents, pre-existing damage and detail of all electrical items including make, model and serial number
- g. Packed by owner (PBO) cartons should be advised against and avoided. If shipper presents PBO cartons or effects, these should be inspected and re-packed. If shipper objects or refuses to comply please refer to Fox International office for instructions. PBO cartons should always be accompanied by a full, detailed list of contents if accepted so that they need not be described as PBO on packing list
- h. One carton will be a "parts" box and should be used for small items that risk being lost during packing, including but not limited to, hardware for disassembled furniture, keys, power cords, remote controls, etc.
- i. Carton and packing materials should be in good condition. All wood used must meet ISPM-15 standard.
- j. All items packed into cartons should be fully wrapped and all furniture fully covered
- k. Tape should never be placed directly on furniture or packed items
- l. Carpets should be rolled individually and with carpet pad, if needed
- m. Carton markings will include : transferee name, destination city, room location, carton number, and general description of carton contents
- n. Density packing is required for all shipment s. Every attempt should be to safely pack lightweight items into all available empty spaces and disassemble items, when possible (instructions for re-assembly to be provided)
- o. Crating of fragile items should be done at residence
- p. All debris should be removed on final day of pack

- q. At end of pack day, crew leader must do a final walkthrough with the transferee to ensure all items have been packed and removed from residence and rooms are clean.
- r. Crew is responsible for obtaining signed copies of the packing list. Transferee and Crew Leader and/or designated crew member must sign each page of the packing list
- s. Any repacking or services to be done outside of the residence must be approved in advance by Fox Moving & Storage

6. Following Packing

- a. Provide signed packing list, weights / volume / piece count and any other required documents to Fox Moving & Storage within 48 hours of the pack
- b. For containerised shipments, provide container and seal numbers
- c. Advise of any variation in volume, weight , or charges within 2 business days of shipment loading
- d. Fox Moving & Storage must provide formal authorisation ("green light") before movement of shipment (surface or air)
- e. Consignment instructions must be strictly followed
- f. Draft AWB or OBL to be provided to Fox Moving & Storage for approval

Destination Services

- 1. Fox Moving & Storage International will provide all necessary information to allow for authorised destination services , as needed
- 2. If unable to make contact with transferee, advise Fox Moving & Storage within 2 working days / 48 hours after initial contact attempt
- 3. Arrival and Customs Clearance
 - a. Transferee must be contacted regarding customs clearance instructions and/or time line, customs documents to be completed, delivery point of contact and estimated delivery dates
 - b. Transferee must be notified regarding completion of all necessary forms for clearance so as to avoid delays and possible fines
 - c. Transferee and Fox Moving & Storage should be updated within 1 business day/24 hours regarding any clearance delays or additional fees related to additional inspections, duties / taxes, or other requirements by the government authority/customs officials. Provide Fox Moving & Storage with backup documentation for any additional charges (duties/taxes, THC, inspections etc.)
 - d. Transferee and Fox Moving & Storage should be notified if shipment is opened at the port by Customs
- 4. Prior to Delivery
 - a. Schedule delivery date (s) with transferee and advise Fox Moving & Storage of date(s)
 - b. Confirm delivery date (s) and arrival time 1 working day prior to start of packing with transferee
 - c. When possible, a site visit should confirm any access issues or expected need of shuttle, long carry, stair carry, elevator, outside lift etc. and any corresponding additional charges. If a determination has been made that add additional access services/ charges, will apply, Fox Moving & Storage is to be notified as soon as possible and services / charges must be approved in advance by Fox Moving & Storage
- 5. Delivery / Unpacking
 - a. Crew should arrive on or before agreed upon arrival time. If delay expected, transferee should be notified
 - b. All crew members must have either a corporate or local government photo ID in their possession while at residence
 - c. At least one of the crew members must be able to communicate with transferee in English
 - d. Prior to start of unpacking, crew leader must complete walkthrough. Photograph and note any existing damage on delivery report and obtain signature of transferee prior to the start of delivery of goods into residence. The destination agent will be responsible for repair and cost of damages to property not documented in advance or damage caused by crew.

- e. Crews must provide suitable floor and wall protection, as needed
- f. Container/lift van/tri-wall must be opened in presence of transferee. If this cannot be done due to access or other reason, Fox Moving & Storage must be notified in advance
- g. All delivered items should be checked against the packing list
- h. If transferee declines unpacking, note on delivery document and have transferee sign
- i. If any damages, missing items, or other exceptions are discovered during unpacking, crew will notify the transferee, take photos when possible, and note the exception on the packing list. All details will be provided to Fox Moving & Storage within 1 business day / 24 hours
- j. At end of pack day, crew leader must do a final walkthrough with transferee to ensure all items have been unpacked and rooms are clear. All debris should be removed on final day of delivery unless other arrangements are made with transferee
- k. Crew is responsible for obtaining signed copies of the packing list. Transferee and Crew Leader and/or designated crew member must sign each page of the packing list

6. Following Delivery/Unpacking

- a. Provide a status update by email to Fox Moving & Storage International following shipment delivery, within 24 hours or one business day. The email should detail any outstanding services to be provided and notification of any exceptions or claim items
- b. Provide signed packing list, notification of damage or loss, and any other required documents to Fox Moving & Storage within 2 business days/48 hours

Storage

- 1. Fox Moving & Storage must authorize all shipments for storage or Storage in Transit (SIT)
- 2. While in storage, shipment should not be accessed or delivered without the pre-approval of Fox Moving & Storage
- 3. Storage facilities should be dry, secure, and climate appropriate. Facility must be free of rodents and other pests
- 4. Container/lift van/tri-wall can only be opened at warehouse with permission of Fox Moving & Storage International or transferee
- 5. During unloading into warehouse, use of a tally or bingo sheet is required and must be signed by the Crew Leader or designated warehouse supervisor
- 6. When shipment handled out of the warehouse, confirm all items placed into storage are loaded out. Use of a tally or bingo sheet is required and must be signed by the Crew Leader or designated warehouse supervisor. Any discrepancy, loss, or damage must be reported immediately to Fox Moving & Storage
- 7. Destination agent is responsible for providing a fair contract to the shipper and obtaining agreement for any storage charges levied. Fox is not responsible for any storage charges unless previously agreed.

Vehicles

- 1. Signed Vehicle Condition Report will be completed (noting condition and mileage) and provided to Fox Moving & Storage; it is recommended photos be taken of any pre-existing damage
- 2. No items can be packed in the vehicle
- 3. Fuel tank should be less than 1/8th of a tank and battery disconnected
- 4. Vehicle will only be picked up from residence/delivered to residence if access is suitable and by quotation. Vehicles transported are subject to the rules and regulation of the countries between which they are being transported.

Invoicing

1. All invoices should include the following information:
 - a. Transferee Name
 - b. Volume and Weight if by air
 - c. Origin and destination addresses
2. Backup documentation as evidence for services outside of normal shipment handling including invoices and receipts, when applicable
3. Invoices should include detailed cost breakdown and supporting documentation, including but not limited to, signed copy of packing list, signed condition report for vehicles, receipts for third party services, rated air waybill or ocean bill of lading, weight ticket, etc. to be provided, when applicable
4. All supplemental or pass through charges must be supported by original source documents (no handwritten documents will be accepted)
5. Invoices to be received by Fox Moving & Storage within 10 days of completion of service
6. Payment term will be within per FIDI standard or by agreement

Compliance

If a supplier/agent fails to

1. Comply with the Policies and Procedures detailed in section 1, i.e. Anti-Bribery and Corruption; Anti-Trust and Data Protection and Privacy
2. Provide an acceptable standard of service to our customer
3. Perform to the standards laid down in the above SLA

The incident(s) will be liable to be investigated and, subject to the severity of the breach, the supplier may be suspended until we are reassured that its processes and procedures are changed or adapted to fulfill their obligations.

Further breaches will result in the supplier being placed on service watch and sanctions such as withdrawal of work or being excluded from the list of Fox suppliers.

Breaches of the Anti-trust and Anti Bribery and Corruption policies may also result in a report being made to the Police and/or the National Association for the supplier concerned.