

SNWK

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MARKETING LOGISTICS

Service Level
Agreement

Introduction

This service level agreement (SLA) serves as a guideline in the collaboration between Sarawak and its clients in the fields of warehousing, logistics and fulfilment of marketing/event materials.

This document makes reference to two parties: Sarawak's customer (hereinafter: the client) and Sarawak (hereinafter: the contractor).

The objective of this SLA is to make clear marketing logistics agreements that safeguard the quality of the services provided.

This SLA pertains to the following services:

1. ACCOUNT MANAGEMENT
 - Managing interactions with the client, including all forms of communication, cases, reports, the optional ordering portal and the warehouse management system.
2. WAREHOUSING: INBOUND LOGISTICS / GOODS RECEIVED
 - Receiving, inspecting, storing and managing samples, marketing materials, POS materials, event materials and other non-core products on behalf of the client.
3. WAREHOUSING: STORAGE
 - Storing samples, marketing materials, POS materials, event materials and other non-core products on behalf of the client.
4. WAREHOUSING: OUTBOUND LOGISTICS
 - Preparing, packaging, assembling and shipping materials.
5. FULFILMENT
 - Inspecting, cleaning and repairing returned materials and compiling, sealing, repacking and labeling packages.

Sarawak provides additional services in the field of marketing and logistics and marketing and sales. Agreements pertaining to these services have not been included in this SLA and must be arranged separately.

SARAWAK BELUX

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1. Account management

Project management at Sarawak is carried out by the Marketing Logistics Department, which consists of employees with specific expertise and roles.

The account manager is responsible for:

- Maintaining high-level contact with the client
- Enforcing agreements in the SLA
- Initiating evaluations and improvement proposals

The marketing logistics project manager is responsible for:

- Maintaining daily contact with clients about current projects
- Overseeing the inbound and outbound logistics and storage of items and all related activities
- Managing customer care activities (including reports)

Contact details

Addresses

Sarawak Belux – Alfons Gossetlaan 38A – 1702 Groot-Bijgaarden – Belgium

Sarawak Netherlands / Racktime – Fluorietweg 35 – Alkmaar – The Netherlands

Sarawak Netherlands / Racktime – Fluorietweg 17 – Alkmaar – The Netherlands

Belgian team

Stéphane Moureaux – Business Unit Manager Logistics – smoureaux@sarawak.be

Karim Ben Ali – Logistics Project Manager – kbenali@sarawak.be

Sean van Osselaer – Marketing Logistics Warehouse Coordinator – s.vanosselaer@racktime.eu

Sabrina De Man – Head Of Campaign Merchandising & Logistics – sdeman@sarawak.be

Dutch team

Paul Van Duren – Marketing Logistics Success Manager – p.vanduren@racktime.eu

Moniek Korver – Marketing Logistics Business Unit Manager – m.korver@racktime.eu

Loran Bruin – Marketing Logistics Warehouse Coordinator – l.bruin@racktime.eu

Jennifer Borst – Sales Manager – j.borst@racktime.eu

Purchase orders

Purchase orders for Belgium: logistics@sarawak.be

Purchase orders for the Netherlands: inslag@racktime.eu

Reports

To provide the client with full transparency and insight, various reports are available. These reports, which include order overviews, stock lists, incoming shipments, slow movers and fast movers, are available on request. The client can share any report preferences with Sarawak, which will be used to determine whether any additional costs apply.

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Invoicing

Clients are invoiced monthly in accordance with the fixed rates of Sarawak Marketing Logistics. If an order that falls outside Sarawak's scope of work is placed without a prior quote by Sarawak, it will be invoiced based on actual costs incurred, according to the standard rates that apply.

Webshop

Sarawak can have a custom webshop/order portal designed by its digital branch URD Solutions. An order portal is a custom project for which a separate quotation will be made. For more information, contact your Sarawak advisor. The advantage of an order portal is that it is accessible to a large group of users, many of whom are customers, retailers, field staff and backoffice employees.

In the absence of an order portal, Sarawak would be able to provide marketing logistics service and manage stock and orders via e-mail or the Sarawak FieldCare community.

FieldCare Community

The Sarawak FieldCare Community is a portal that grants authorised clients access to parts of Sarawak's backoffice system. Clients can use this portal to manage goods in the warehouse management system (WMS) and have 24/7 access to incoming and outgoing shipments and current stock lists. They can also register deliveries, view products and place orders.

The FieldCare Community also has a wide range of reports and dashboards. The main advantage of this portal is that all processes can be shared transparently with clients using the integrated social collaboration tool Chatter. This tool makes information about shipments, stocks, orders and reports clear and transferrable.

The FieldCare Community is available for a monthly fee/license price. The price depends on the number of users in the community and the complexity of the dossier.

Sarawak can also provide marketing logistics services without the FieldCare Community. In this case, shipments, ordering, and reports are to be arranged separately by e-mail.

Client care

The type of care provided to the client and its customers/business relations depends on the services rendered. The support channels (phone, online form, e-mail, etc.) will be discussed and set up in consultation with the client. If the client uses an order portal, a special Help section will be made available. If the client also uses the FieldCare Community, Chatter can be consulted in the event of questions or concerns. The Sarawak backoffice uses cases to register and track client questions to issue and generate history reports.

Data management

All data and files relating to marketing and logistics activities will be stored by Sarawak for a period of two years, after which they may be deleted and/or removed. Data may be stored for longer than two years in consultation with the client.

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2. WAREHOUSING – INBOUND LOGISTICS / GOODS RECEIVED

Sarawak receives, inspects and registers incoming shipments received from or on behalf of clients.

Shipment registration

Shipments must be reported to Sarawak in advance. Clients who have set up the inbound shipping process in the FieldCare Community can register shipments in the system. Alternatively, the 'Shipment Registration' form can be used. The procedure and information provided is the same for both methods. The client can share this link with suppliers to track the registration procedure. Separate registration forms are available in the Netherlands and Belgium. The supplier is required to e-mail the registration form to inslag@racktime.eu for shipments in the Netherlands and logistics@sarawak.be for shipments in Belgium.

The client is responsible for registering all shipments in advance and according to the guidelines on the shipment registration form. Shipments must be registered at least two business days prior to delivery.

Supplier

The client must inform its suppliers that goods can be received from Monday to Friday, preferably between the hours of 7:30 AM and 2:00 PM. Only in exceptional cases may a shipment be received outside these hours, if notified in advance. All additional costs must be communicated directly to the client. The client must also inform suppliers that all shipments must include a waybill from the carrier and a packing slip from the supplier. The supplier is responsible for ensuring that items are properly packaged and include product information. The packing slip must contain the information as provided when the shipment was registered (e.g. product name, quantity, etc.).

Creating new items

All items are registered in the warehouse management system (WMS) upon receipt. Before this can happen, a new item entry must be created in the WMS. In other words, new items must be created before they can be registered upon delivery. This is possible in the FieldCare Community or by using the 'New Item Form'. This form can be used to create multiple new items simultaneously. Follow the instructions of the form for registering a new item. In addition to the required item information, a photo must be taken of the item. If the client does not provide a photo, Sarawak can photograph the item upon receipt and add this to the item information.

Should additional information be available, such as detailed specifications or assembly instructions, the client must include this so it can be registered with the item. The 'New Item Form' explains which information must be included.

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Receipt of goods

The warehouse staff is responsible for receiving shipments and inspecting them for quality control purposes. This is done as follows:

- Goods are received by Sarawak.
- The packing slip is signed for quality and quantity.
- The purchase order is checked in WMS (see 3.1).
- Goods are inspected against the packing slip for completeness.
 - Deliveries up to 100 per item are counted.
 - Deliveries of more than 100 per item are sample counted (one to five boxes, depending on total delivery volume).
 - Bulk goods are visually inspected according to the packing slip (not counted). A visual check does not guarantee the accuracy of the numbers on the packing slip. In order to ensure whether the specified quantity has been delivered, the entire pallet would have to be unloaded and counted. This does NOT happen by default upon receipt.
 - Changes to this inspection procedure are possible upon request.
 - The goods are checked for quality, damage and deviations. Deviations are reported to the client and the carrier as soon as possible. If possible, photos are taken and added to the report.
- The boxes/pallets/packageaging are labelled with item labels from Sarawak.
- Sarawak cleans and/or repairs items on request (e.g. items returned from promotional events or trade fairs).
- Incomplete or insufficient items are booked as 'Blocked Stock' and are not added to the available stock.
- Products are stored in the warehouse.
- The received shipment is registered in the WMS.

Registering received shipments

Shipments received before 2:00 PM will be included in the daily overview of incoming goods if registered in advance and according to the agreed procedure. The stock is updated by 9:00 AM the following business day.

Returned materials in the Event Materials category will be incorporated into the stock within three business days of receipt, after they have been cleaned and inspected.

In some cases, an incoming shipment may take longer to process. This may occur if the shipment was not registered in advance, if it contains unknown items, or if it was not clearly or properly packaged. The incoming shipment will only be processed and registered once all necessary information has been received. All additional hours worked will be charged.

Inbound logistics communication

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As soon as a received shipment has been processed, an e-mail with detailed information about the shipment will be sent to the client's designated contact person.

If the client uses the Sarawak FieldCare Community, the contact person will also receive a Chatter notification as soon as a shipment has been received.

Availability of new materials

New materials which Sarawak is expected to deliver must be made available to Sarawak three business days before the scheduled delivery time.

Inbound logistics costs

Inbound logistics are subject to the standard rates on the Marketing Logistics Price List, unless agreed otherwise in a client contract.

Additional costs (standard price list) may apply if extra work is required for the inbound reception process. This mainly applies to the processing of non-registered shipments and/or products and to the processing of shipments outside standard business days/hours.

3. WAREHOUSING - STORAGE

The delivered products will be kept in stock until they are used for a shipment or a fulfilment activity, or until a destruction notice is issued. Different storage options are available, depending on the material and purpose.

Pallet storage

Materials that can best be stored on pallets due to their nature or size will be kept in pallet racks in the warehouse. The standard European pallet size is 120 cm by 80 by 150 cm (L x W x H). The warehouse racks are designed to accommodate these standard measurements.

The storage options for off-size pallets can be discussed with the client in advance. The following options are generally available:

- Moving the pallets to a separate area designated for the floor storage of off-size pallets
- Adjusting pallet racks to accommodate off-size pallets/goods
- Repackaging materials from off-size pallets to European pallets
- Other agreements

Separate agreements can be made for storing off-size (non-European) pallets.

Storage racks (Netherlands)

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Materials that can best be stored in racks due to their nature and size will be stored in a special e-fulfilment room. The racks in this room are 130 cm by 50 cm (L x W).

Storage racks can also accommodate smaller materials, such as cards, stickers, clothing, coupons, gift vouchers, posters, etc.

Secure storage (Netherlands)

Valuable materials can either be stored in secure storage rooms or in a separate area in the warehouse. Only authorised Sarawak employees are given a key or tag to enter these areas. If the client wishes to make use of this secure storage option, Sarawak must be notified in advance per item to determine the applicable rate.

Storage vault (Netherlands)

Valuable items such as coupons or gift vouchers can be stored in a secure vault to which only authorised Sarawak employees have access. If the client wishes to make use of this secure vault option, Sarawak must be notified in advance per item to determine the applicable rate.

Modula storage (Belgium)

Valuable items such as coupons or gift vouchers can be stored in a secure Modula storage unit to which only authorised Sarawak employees have access. If the client wishes to make use of this secure storage option, Sarawak must be notified in advance per item to determine the applicable rate.

Off-size storage

For off-size materials that cannot be stored using one of the options described above (e.g. stand materials, displays or event materials), Sarawak will calculate the number of pallet spaces based on the dimensions and purpose of the material.

Blocked stock

The warehouse has a special area for storing blocked stock products. This area is reserved for unknown shipments and for products awaiting repair, destruction, or stock-taking.

Stock registration

Sarawak uses its warehouse management system (WMS) to continuously monitor and register in-stock items as well as changed items.

Stock management

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Sarawak can generate specific stock reports on request, such as an overview of fast movers, slow movers, stock value, and inventory per department, category or contact person. The report parameters must be determined with the client in advance. A visual inspection will be conducted every month to determine any damage, leaks or other irregularities with the client's stock.

Sarawak can also work with serialised items, batch numbers and expiration dates (FEFO) on request. If the client wishes to make use of these registration options, Sarawak must be notified in advance.

Warehouse access

All visitors must register at the warehouse reception on arrival. Third parties do not have access to the warehouse. Employees of the client may only access the warehouse under the supervision of a Sarawak Marketing Logistics contact person.

Compliance

Temperature and humidity are monitored daily in the warehouse. If specific storage conditions apply (e.g. temperature/humidity), these must be discussed with Sarawak in advance.

Pest control is carried out periodically by a certified company. Regular inspections are conducted and documented, and the warehouse is cleaned according to a specific protocol. A risk inventory report is available on request.

If the client requires Sarawak warehouse employees to meet certain compliance conditions (e.g. HACCP, code of conduct), these must be discussed and documented in advance. All relevant employees will be given a training course and a test, which will be included in the employee's personnel file. The costs associated with meeting these compliance conditions will be discussed in advance.

Insurance

If the client asks Sarawak to insure valuable materials stored in the warehouse, Sarawak must be notified of the insured amount. All additional costs will be discussed with the client in advance. If the client does not inform Sarawak of the value of its goods, Sarawak will assume that the goods represent no value.

Destruction of material

The client may instruct Sarawak to destroy or recycle a specific part of the stock. In the event of destruction, Sarawak's Marketing Logistics Price List will apply. If specific recycling processes are necessary, a custom quotation will be issued.

The materials to be destroyed will be labelled as 'blocked stock' within five business days. Sarawak will prepare the relevant materials for destruction within ten business days of receiving the request. If the client wishes to receive proof of destruction (from a third party), this must be explicitly requested. The extra costs for this process and the certificate will be charged to the client with a surcharge of 15%.

Storage communication

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The client may request an Excel spreadsheet of the inventory list, which will be sent by e-mail. Alternatively, the inventory list can be sent by e-mail to the client's specified contact at predefined times.

If the client uses the Sarawak FieldCare Community, the contact person can also access inventory reports and dashboards.

Ownership

The client shall at all times retain ownership of the products stored by Sarawak. Sarawak shall in no way fulfil the role of supplier or distributor of the client's commercial products.

Storage costs

The standard rates on the Marketing Logistics Price List apply to the storage of goods, unless agreed otherwise with the client.

Any additional costs for inventory, auditing, secure storage, insurance, compliance or reporting requirements shall be agreed with the client in advance.

4. WAREHOUSING – OUTBOUND

Sarawak distinguishes between two types of shipment: a shipping order and a shipping round.

A shipping order consists of a single shipment for one or more customers and is sent separately.

A shipping round is a similar order sent to a group of customers within a certain period.

Shipping orders and shipping rounds are packaged by Sarawak in the warehouse and then delivered by specialised parcel or pallet carriers, such as Bpost, GLS and Van Caudenberg.

A. Shipping orders

Sarawak can receive shipping orders in two ways:

- *Structured and automated shipping order from a linked webshop:*

Products can be selected from the webshop and added to the order. The user only sees the products in his or her profile. All products can be ordered per unit, unless agreed otherwise. As soon as an order is finalised in the webshop, an automated sales order will be created in Sarawak's WMS.

- *Manual shipping order based on phone, e-mail or Chatter input:*

If the client does not have a webshop linked to Sarawak, a manual shipping order can be created. Sarawak will use the information provided to create a sales order. If information is missing or unclear, Sarawak will contact the client. Manual shipping orders take longer to process. Extra charges apply for manually processing these orders, in addition to the standard shipping order rates.

Both types of shipping orders are processed in the same way after they have been created in WMS.

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Shipping order processing

After the sales order has been created in the WMS, an order will appear in the order queue for further processing in the warehouse. Sarawak will pick and pack the order in the warehouse. If for whatever reason the order cannot be processed, the client will be notified.

After preparing the order for shipment, an authorised employee will inspect the shipment for the following:

- ✓ Packing slip (address, contact person, location)
- ✓ Contents
- ✓ Quantity
- ✓ Packing method

Any deviations will be fed back to the relevant warehouse employees. If necessary, the packing slips will be updated and the shipment will be prepared for distribution. This quality control will be carried out randomly.

Webshop orders that are ready for shipment will be moved to a separate room for the carrier. The carrier will be given the necessary information and documents for transport. As soon as the order is picked up by the carrier, the status of the sales order will be changed to 'ready' in the WMS.

Backorders

Backorders should be avoided as much as possible. Various factors can help to minimise the number of backorders, such as a link between the webshop and the WMS, the use of safety stock and the use of automatic notifications. Backorder preferences must be discussed and agreed on separately with the client.

Order delivery

The following delivery terms apply for the standard shipment of automatic (webshop) orders in the Sarawak WMS:

- Orders placed before 10:00 AM on business days will be delivered the following business day
- Orders placed after 10:00 AM on business days will be delivered within two business days

Separate agreements must be made with the client for last-minute orders that fall outside the standard delivery period.

Non-automatic orders require more processing time than automatic orders. Allow for up to two additional delivery days for these orders.

Order cancellation

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Orders can be cancelled at any time. Additional costs may apply depending on the time of cancellation:

- No additional costs will be charged for orders cancelled before the processing period
- Full order costs (excluding transport and storage costs) will be charged for orders cancelled after the order has been processed and packaged
- Full order costs (including transport/shipping costs, return costs and storage costs) will be charged for cancellations after an order has left the Sarawak warehouse

Shipping orders placed in the webshop for other suppliers

In addition to orders for physical stock, Sarawak can process orders for materials delivered by other carriers. If the client wishes to make use of this option in the webshop, Sarawak will determine the preferences in advance. A separate quote will be drawn up based on these preferences and any links to other systems.

Cost of webshop orders

The standard rates on Sarawak's Marketing Logistics Price List applies to all webshop orders. Additional costs may apply (standard price list) if extra work is required for the webshop ordering process.

B. Shipping rounds

The client may instruct Sarawak to carry out a shipping round, which is a shipment sent to multiple addresses simultaneously. The contents of the shipment can be tailored based on the delivery address. The costs depend on several factors, such as the number of delivery addresses, the fulfilment activities, the size and weight of the items, the shipping costs and the deadlines. For this reason, a separate quotation must always be drafted for each shipping round. Sarawak requires the following information to issue a quotation:

- ✓ *Address list*: preferably based on a list created by Sarawak (with the unique IDs needed for importing data). To streamline the shipping process and reduce the risk of errors, the format and source of the address data should be discussed prior to the shipping round.
- ✓ *Items*: an overview of the items required for the shipping round, including information such as dimensions and weight.
- ✓ *Fulfilment*: a summary of the items in the packages (are all packages the same or do the items differ per delivery address?).
- ✓ *Special wishes*: an accompanying letter specifying any packaging wishes or requirements.
- ✓ *Timing*: an overview of when the products will be delivered, when the address list will be provided and the preferred delivery deadline.

Once the quotation and schedule have been approved, it is important that the agreed deadlines are met. Sarawak will endeavour to be as flexible as possible in the execution of the shipping rounds; however, failure to meet the agreed deadlines may affect the

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quality, cost and final shipping deadline. Sarawak will notify the client immediately should a change in the agreements have implications for the costs.

Shipping

Due to the diversity of the products, it handles, Sarawak offers several shipping options. Sarawak will select the best shipping method for each shipment type. Only under special circumstances will Sarawak consult with the client. Our standard logistics services include both package and pallet shipments.

Package shipment

✓ Delivery time

90% of standard packages in the Netherlands are delivered the following business day. Guaranteed delivery times do not apply to standard packages.

✓ Maximum size/weight

A standard package has a maximum weight of 30 kg, a maximum length of 1.75 m and a maximum circumference of 3 m (1 x longest side + 2 x side B + 2 x side C).

✓ Track & Trace

After a package is registered, it is transported to a depot before being shipped to its final destination. Sarawak can check whether a package has arrived at the depot and whether it is en route to the recipient.

For standard shipments we can see which step of the logistical process a package is currently in. Standard packages must be signed for receipt. This signature will be available for request one day after signing.

If the client uses the Sarawak FieldCare Community, the Track & Trace option can be integrated into the WMS. All Track & Trace preferences must be discussed and agreed on in advance.

✓ Insured value

The maximum insured value for a standard package is €520. The insured amounts can be changed on request. Any additional costs must be agreed on in advance.

Pallet shipments

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✓ Delivery time

The pallets will be delivered to the agreed location at the agreed time. Pallets that must be reported to the receiving party could be delayed due to the recipient's notification procedure.

✓ Maximum size/weight

Goods are shipped on European pallets. These pallets have a maximum size of 120 by 80 by 80cm (L x W x H) and a maximum weight of 750 kg. Extra pallet space will be charged for pallets that do not meet these size and weight requirements.

✓ Pick-up

Sarawak will hand over the goods to the carrier by 4:30 PM on the business day preceding the scheduled transportation day.

✓ Transportation means

Products will be loaded onto (European) pallets and transported in trucks with a tail lift. Drivers have an electric pallet jack and a forklift for unloading purposes. The driver also has access to sufficient materials for securing the load in the truck (e.g. straps and chains).

✓ Documents and delivery information

The driver possesses a transport document and an accompanying shipment specification, which the recipient must sign for receipt. These signed documents can be requested from the carrier and are available to Sarawak within 48 hours.

✓ European pallets

All materials are transported on European pallets. The transport document specifies the number of European pallets on which the load has been placed. The carrier notes the number of pallets left behind at the receipt location and brings back the same number of pallets according to the standard exchange system. If no European pallets are available, the client will be charged for these extra pallets according to the standard rate.

✓ Undeliverable

If a shipment is declined or undeliverable, it will be returned to Sarawak.

✓ Track & Trace

The pallet shipments are traceable. Sarawak will apply a pallet label to the goods so they can be identified by the transporter. Upon receipt, the time of delivery and the name of the recipient will be registered. The goods must be signed for receipt by the recipient on location.

Communication

The client can request an overview of orders by e-mail (Excel format). This overview can also be e-mailed at specified times to the contact person designated by the client.

If the client uses the Sarawak FieldCare Community, the contact person can access inventory reports and dashboards.

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5. FULFILMENT

Fulfilment orders can be placed on request for various activities. These fulfilment requests are extremely broad in scope.

Types of fulfilment orders

The Marketing Logistics Department offers the following services:

- Assembling displays
- Filling displays
- Evaluating the test programmes of technical displays
- Assembling kits
- Processing promotional activities such as incentives, coupons, product plus, returns
- Packaging and repackaging products
- Inventorying products
- Cleaning used promotional or event materials
- Repairing displays, promotional materials or event materials
- Dismantling furniture or displays
- Recycling materials

Fulfilment order and execution process

A separate quotation can be issued for all fulfilment orders. Sarawak requires the following information to issue a quotation:

- **Order description:** a description of the activities and services
- **Items:** the items of relevance to the fulfilment order
- **Fulfilment:** the activity to be performed or service to be carried out as part of the fulfilment order
- **Timing:** the delivery period and/or the deadline for the fulfilment activities

Once a fulfilment order has been finalised, Sarawak will issue regular updates on the order status.

If the client uses the Sarawak FieldCare Community, the contact person will also receive status updates via Chatter.