



SERVICE LEVEL AGREEMENT

METROPOLITAN TRANSPORTS S.A.

METROPOLITAN TRANSPORTS S.A., and its subsidiaries located in Brazil, is pursuing your commitment to this Service Level Agreement, when performing services directly to our company or customer, on a direct manner or throughout third party service suppliers you hire.

Please ensure all information included in this SLA has been shared and discussed with all operational employees as well as suppliers.

1. CONFIDENTIALITY AND DATA PROTECTION AND PRIVACY

Confidentiality: You shall keep confidential all information supplied by our company, except whenever necessary you have it shared with subcontractors actually involved in an individual file.

Personal Data: You shall only collect, use, retain and disclose necessary personal data in accordance with applicable laws and regulations, within strictly necessity and confidentiality.

Consent: You shall never use or disclose personal information or documentation without consent for any purpose other than for the service providing subcontracted.

Storage: Electronic Information and documentation shall be stored in a secure and restrict environment, without access to unauthorized personal. Documentation or information in paper shall be stored in a restrict area with authorized access only.

2. ANTI-CORRUPTION AND BRIBERY

Your company, acting directly through your employees or others on your behalf shall never promote or undertake any corruption act. Thus, you shall:

1. Never engage in any form of bribery, either directly or through any third party.
2. Refrain from offering or accepting bribe, kickback, bartering and/or any other kind of incentive in order to obtain or retain business.
3. Refrain from accepting gifts or anything of value from current or prospective suppliers of the company.
4. Never offer or make an improper payment, or authorize an improper payment (cash or otherwise) to any individual, including any local or foreign official anywhere in the world.
5. Never attempt to induce an individual, or a local or foreign official to act illegally or improperly.



6. Never offer, or accept, money or anything of value, such as gifts, kickbacks or commissions, in connection with the procurement of business or the award of a contract.
7. Never offer or give any gift or token of hospitality to any public employee or government official or representative if there is any expectation or implication for a return favor.
8. Never accept any gift from any business partner if there is any suggestion that a return favor will be expected or implied.
9. Never facilitate payments to obtain a level of service that one would not normally be entitled to.
10. Refrain from providing erroneous or insufficient information or data, as well as hide important information in order to benefit yourself or your company in any commercial business.
11. Never disregard or fail to report any indication of improper payments to the appropriate authorities.
12. Never induce or assist another individual to break any applicable law or regulation.
13. Ensure that all chain related on our service is aware and compliant with this police and report any suspected corrupted practice
14. Seek appropriate legal advice whenever there is a conflict of any rule stated on this policy

3. PROVIDING SERVICE – GENERAL REQUIREMENTS

Please make sure you address shippers in a professional and polite manner.

3.1. SURVEY

A physical survey should always be performed, unless volume is insignificant, residence too far away or shipper is not available. Metropolitan shall be notified if physical survey is not possible.

Shipper shall be contacted within one business day to arrange date and time for survey. Metropolitan shall be notified of schedule within the same 24-hour period.

If authorizations and allowances available are previously informed and surveyed results exceed them, Metropolitan shall be advised immediately.

During survey you shall address to shipper restricted or prohibited items. However, never discuss shipping information or transit time with shipper. If shipper requests this sort of information, please ask him to address to our coordinator.



As a result of survey we expect to receive: modal, estimated weight and cbm, type and quantity of containers necessary, special services required (packing, crating, third party services, hoisting, parking permit, long carry, stair carry, among others), tentative or confirmed packing/pick up dates. If possible, add photo of fragile, important items, logistic, difficulties, etc.

Please send full quotation, with clear statement of inclusions and exemptions. Do inform estimated extra costs, if any. When quoting freight, please confirm steam company, routing, frequency and transit time.

3.2. PROVIDING SERVICE

Crew must be polite and show professionalism. They must arrive on time at residence. If a delay greater than 15 minutes occurs, please inform Metropolitan (due to time zone you might inform shipper directly and notify Metropolitan's coordinator).

All schedule changes or requests should be notified to Metropolitan immediately.

Crew leader shall introduce himself and crew. He shall make himself available to shipper.

Check any previous damage at residence before starting the service. Point it out on service order, take pictures and inform shipper. After conclusion of service, you are supposed to walk-through residence again and note any extra damage that might have occurred during service. Please notify Metropolitan accordingly.

Proper floor, wall and railing protection shall be placed before beginning of service.

Crew must follow instruction previously agreed.

You shall never inform volume, rates or costs to the shipper or to the account without our written authorization.

In case of damage to property while you are providing service you shall report to Metropolitan immediately. It is your responsibility to arrange and pay for repair of property damage and advise Metropolitan of completion.

You shall ask shipper to sign a special service report and if possible, take picture of them (photos of items crated, stair carry, hoisting, etc).

3.2.1. Origin Service:

Crew shall not pack any forbidden item or items above limited quantity or restriction.

Please contact Metropolitan if shipper insists in including any restricted or forbidden item.

Use only new and clean cartoons and packing material.

Pack items in appropriate standard wrapping material before loading them on cartoon or wooden boxes.

Make a list of all electric and electronic items, informing type, model, mark and serial number.



Furniture and others items not placed into boxes should be well protected and packed with resistant and protective paper. Inform if any Ikea type furniture was included on shipment.

PBO (packed by owner) is forbidden. All items previously packed or stored by shipper must be unpacked, inspected, repacked and the contents listed.

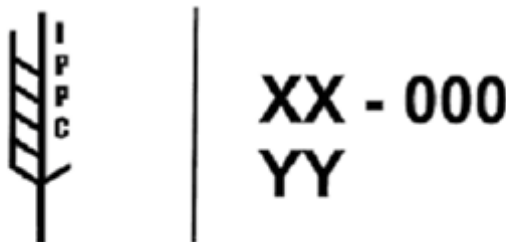
Special care shall be taken on items of extraordinary sentimental or monetary value and fragile items.

Use box number 1 (name as Pieces and Parts) to put all pieces and parts, such as screws, pins, hardware, keys, knobs, remote controls and loose pieces. Label the part with the name of the furniture/item it came from.

Wood used for special boxes, crates, pallets, dunnage, drums, wood cases, etc must be treated and stamped on any piece of wood that compounds the wood material. The stamp must be according to the ISPM 15 (International Standards for Phytosanitary Measures). The measure applies to solid wood larger than 6 mm. The treatment can be:

- HT - heat treatment – exposure to temperature of 56oC for at least 30 minutes
- CPI- chemical pressure impregnation – must be combined to the HT
- Fumigation- using Methyl Bromide (MB) – depend on concentration, duration and temperature.

The mark of the treatment must be placed on at least 2 opposite sides. The mark is composed of ISO 3166 letters of origin country (example BR-Brazil), number of Phytosanitary registration and method of treatment (ex. MB – for fumigation). The stamp cannot contain any extra information or logo mark.



XX represents the ISO country code.
000 represents the unique number assigned by the national plant protection organization.
YY represents either HT for heat treatment or MB for methyl bromide fumigation.

In case of multiple shipments, pack, label and make inventory of each portion separately to avoid mixing or misdirecting the items.

Request documentation to shipper in advance. Double check if visa and documentation for clearance at destination is in order and you have the green light to embark. Also, check destination port / airport and consign instruction.

Do not pack liquids, food, open bottles, inflammables, and gas container.



Lithium batteries, even inside equipment, cannot be sent on air shipments.

If shipper wants to send new items, please check with coordinator if ok. There might be a restriction imposed by account and Brazilian customs officer requests declaration and / or payment of duties and taxes. If authorized, please send a list of all new items in separate.

A detailed and legible packing inventory list must be prepared, making note of conditions (if not 100% ok) – list all pre-existing damages (bent, broken, burned, chipped, dented, mildew, rusted, scratched, cracked, dirty, gouged, loose, missing, moth eaten, rubbed, torn) , including the location (bottom, corner, front, left, leg, rear, right, side, top) on the item. Please describe the contents as detailed as possible. No PBO's (packed by owner) allowed. The inventory must be signed and dated by crew leader and shipper.

If you translate into English and/or type the inventory, you shall send us both the original and the typed copy.

Ask shipper to fill and sign the performance report in reference to your service so far.

Inventory, performance report, finals (volume and weight) and accessorial sheets (crating list, third party or extra services performed list signed by shipper) shall be sent to Metropolitan within 48 hours of packing.

Embark of auto: importation of used autos are allowed only for diplomats. Double check if Minister of Affairs will grant permit before compromising. When exported, make sure tank is as empty as possible, disconnect and secure battery. Nothing can be packed or stored inside the vehicle. Either shipper must deliver the car to the warehouse or it shall be transported on a flatbed or truck. Fill a condition report and have it signed and dated by warehouse leader and shipper. Make sure car is blocked and braced inside the container.

Loading:

- Liftvans and airvans must be new, waterproofed, marked on at least three of the external sides, and if made of wood, treated and stamped (as per ISPM-15 standards). Dimension and weight (gross, tare and net) must be informed for each volume, within 24 hours.
- Container: check container conditions before loading it.:
Interior: must be free of sharp-pointed teeth, sharp protrusions that might interfere on the loading. It is considered a serious defect if the container has no solid structure. We must check if there is no imminent holes (light test – go inside the container, close the doors and search for light coming from walls, ceiling, floor and door)., check small previous patches and try to guess if they will avoid the entrance of water. Test using water or smoke is also efficient. If there are vents, make sure they will block the entrance of water. Special attention shall be devoted to cleaning – the container must be free of waste and odors.
Exterior: must be free of sharp edges, dents or other damage that can interfere with handling. Check if the doors can be closed, locked and there is a place to put protection seal. Check if hinges and latches cannot be easily removed from the outside, because if they can, the container can be easily opened without brake the



seal. Check the lock that will fix the container on the truck chassis – they need to be 100% in order.

Inform within 24 hours, container number, weight (gross, tare and net) and seals.

- If possible, provide photos of final load.
- If embarking more than one volume, a separated bingo sheet must be provided for each unit.
- If after loading empty space remains, you shall block the space properly, avoiding that the content moves. The weight of goods must be well distributed and never concentrated.

Shipping information:

Provide shipping information, including but not limited to Steam and/or Air Company, sailing and/or flight information as soon as possible. Send along with pre-shipment advice the inventory list and copy of shipper's documentation.

A letter of instruction confirming embark must be sent to Metropolitan within 1 working day of departure for air shipment and 3 working days of departure for sea shipments.

3.2.2. Destination Service:

Upon receipt of destination service request, please check it thoroughly and in case of doubts or issues, keep contact with coordinator. Full attention is necessary in order to predict any problem and avoid small mistakes, which can lead to client's dissatisfaction, fines, delays, etc.

Any correspondence with shipper must have our coordinator in copy.

Request necessary documentation for customs clearance to shipper in advance and confirm in written receipt. In case of any missing or wrong documentation, let shipper be aware immediately.

When delivery address is made available, please check accessibility (address a physical inspection whenever needed or possible). Do inform difficult access or need of any extra service before performing. Metropolitan will confirm billing instruction for any extra cost.

Please keep Metropolitan coordination aware of all steps of the service - notify arrival of documentation, cargo at destination air/port, status of customs clearance, any issue about customs inspection, eventual divergence on seal number, condition of container/vans and tentative delivery date.

Delivery on site: please schedule enough time to perform complete unpacking.

Confirm with shipper in writing, with Metropolitan coordinator in copy, delivery schedule and arrival time of your crew, with one working day prior of delivery.

Please notify Metropolitan of condition of the shipment and any damage as soon it is noticed. In the event of mold and mildew or wet boxes, please inspect the container (looking for holes,



issues in the floor, fence, etc.) before emptying the container. Do take pictures and notify Metropolitan immediately.

Check carefully and thorough if all items listed on the inventory are delivered into the residence.

Unpack all items with special caution to prevent damage. Place goods in the rooms specified by the shipper. Avoid leaving items unpacked, as it is important to check if all items arrived during delivery. If by any chance shipper requests some items to remain unpacked, please write the numbers down on the delivery form that shipper will date and sign.

Furniture must be assembled. Prioritize beds and items requested by shipper. In case of necessity of a specialist carpenter, please reach out to us for approval.

Remove all debris. A second pick up of debris might be scheduled on a future date.

Perform a walk-through with shipper before leaving the residence. Double check with shipper if any extra service is necessary.

In case any item was not marked as delivery, please double check if it is at the residence and just missed marking. Let shipper aware and correct the mark on inventory list.

Inventory list (with delivery notes) and perform report must be signed and dated by shipper and crew leader. These forms must be sent to Metropolitan within 5 working days of delivery.

Containers must be cleared of debris and clean for return within one working day after delivery.

3.2.3. Storage:

Items for storage must be packed on international standard material.

PBO (packed by owner) is forbidden. All items previously packed or stored by shipper must be unpacked, inspected, repacked and the contents listed.

A detailed and legible packing inventory list must be prepared, making note of conditions (if not 100% ok) – list all pre-existing damages (bent, broken, burned, chipped, dented, mildew, rusted, scratched, cracked, dirty, gouged, loose, missing, moth eaten, rubbed, torn) , including the location (bottom, corner, front, left, leg, rear, right, side, top) on the item. Please describe the contents as possible. No PBO's (packed by owner) allowed. The inventory must be signed and dated by crew leader and shipper.

Bingo sheet must be provided

Whenever necessary or possible, please send pictures of the items.

Place goods on storage vans. Storage shall be in a safe, adequate and secure facility.

Inventory, bingo, performance report, finals (volume and weight), photos and accessorial sheets (crating list, third party or extra services performed list signed by shipper) shall be sent to Metropolitan within 24 hours of placing goods into storage.

Shipment shall never be delivered out of storage, released or accessed without Metropolitan prior notification and authorization.



In case of access, a revised volume/weight and inventory list shall be sent to Metropolitan asap.

3.2.4. Local Move:

We are considering local move all shipments transported by truck within a region.

Usually, local move handled internationally requires international standard, thus you must follow origin and destination service instructions in full, unless our coordinator previously makes another arrangement.

3.2.5. Invoicing:

You shall invoice us according to previous agreement settle.

For efficiently process your invoice please send your invoice to move coordinator as soon as possible.

Please send separate invoice for each modal (air, sea, pet, storage, etc).

Your invoice must contain:

- Our full business name and branch address
- Name of shipper
- Our reference number
- Description of service
- Weight and Volume

Please send along with your invoice:

- Your quote or agreement
- Certified weight ticket and volume
- Inventory list (with signatures)

For storage, billing must be done on a quarterly basis per calendar year, unless agreed differently.

For origin and destination service, you shall bill us as soon service is rendered but not later than a month of conclusion.

We will not accept billing with amount superior of 10% of quoted. In this case, you must have informed our coordinator previously and he must have approved the new amount (some accounts do not accept any extra, thus we will not).



You shall provide vouchers supporting extra expenses (duties, taxes, THC, port fees, demurrage, detention, x-ray fee, etc) along with your invoice (either to Metropolitan or our client, depend on instruction).

In case of special requirement from account, our coordinator will send you this information.

Yours faithfully,

Metropolitan Transports S.A.