

Supply Chain Management Procedures

Sullivan Moving and Storage, as a UniGroup forwarder agent, works within UniGroup's guidelines and utilizes their supply chain network wherever possible.

A. Supply Chain Selection Due Diligence Procedures:

- I. UniGroup utilizes its owned offices wherever possible.
- II. UniGroup has developed and continues to develop an exclusive network of UniGroup Worldwide Moving branded offices around the world. UniGroup works with these network partners wherever possible. Members of this network have signed agreements with UniGroup which detail the terms of the relationship.
- III. In locations where there is no network member, UniGroup utilizes FIDI affiliate wherever possible.
- IV. In locations where there is no network member or FIDI affiliate UniGroup has identified preferred partners. Preferred partners are selected based on our professional history with them. Objectives like quality, ease to work with and ability to pay are considered.
- V. In locations where there is not a provider that falls into categories I-IV above, a new provider can be implemented. The below implementation procedures must be followed.

B. New Provider Implementation Procedure:

- I. Prior to a new provider being implemented, the Supervisor of Pricing must approve the new provider.

C. Partner Anti-Bribery and Anti-Corruption Risk Mitigation Procedures:

- I. UniGroup Worldwide requires all the network partners described in **A. II** above to obtain FIDI FAIM certification, which requires commitment to their ABC charter as well as requires their supply chain to be aware of the minimum requirements of the ABC charter.
- II. Wherever possible UniGroup works with FIDI FAIM accredited partners whom are obligated to follow the minimum requirements as outlined in the ABC charter.
- III. UniGroup's SLA document is provided to all partners. This SLA document requires all service providers to perform their services in accordance with UniGroup's Code of Conduct which specifies behaviors related to bribery and corruption.
- IV. Through developed relationship and industry publication communications UniGroup Worldwide stays current on industry news regarding regulations and supply chain partners.
- V. UniGroup has contracted with a third-party provider to perform a media search of identified partners to verify that the principle members are not associated with any violations of any ABC requirements or local laws.
- VI. Communication – UniGroup communicates its stance related to bribery and corruption through its SLA, Code of Conduct and the FIDI ABC charter which is located on the UniGroup website. Move Manager's email signature contains a statement directing the receiving party to review and comply with our Privacy and ABC requirements.

D. Approved Service Providers

- I. The move management technology tool, Worldwide Trafficking, is programmed with the approved providers. Trafficking providers are maintained by the Supervisor, International Pricing.
- II. Preferred provider lists are maintained by the Supervisor, International Pricing for non US locations and by the Supervisor, Sales US for the US locations. Both lists are available on the network shared drive. Both lists are maintained and reviewed annually at a minimum.

E. Written Instructions to Service Providers

- I. All service providers have been provided with a copy of the Service Level Agreement which outlines basic terms of service.
- II. Each move has unique requirements which are communicated from the Booking Agent or Customer via phone or email to the UniGroup Move Manager. The move manager is responsible for documenting and confirming the requirements with the BA or Customer.
- III. The move manager is responsible for communicating move specific requirements to the service providers and ensuring understanding. This should be communicated in writing via email at the time of quote request.
- IV. Prior to each packing, the Move Manager is responsible for sending the Origin Agent Fail Safe Documentation which details the move instructions.
- V. Any revised move requirements provided to the move manager must be approved by the booking agent and agreement on who is responsible for the charges must be reached prior to authorizing a service provider to proceed.

F. Service Failures and corrective action

- I. Move Managers that have become aware of a service failure are encouraged to resolve the issue directly with their contact at the service provider.
- II. If reasonable resolution cannot be made, the Move Manager should escalate the issue to their Manager.
- III. The s Manager will contact the appropriate parties at the service provider to resolve the matter.
- IV. If reasonable resolution cannot be made, the Manager will review and make final decision on what steps to take with the service provider.

G. Partner Management

- I. From time-to-time UniGroup performs onsite visits of supply chain members. UniGroup utilizes an agent scorecard to measure the agent.
- II. UniGroup performs annual review of supplier's quality performance based on customer survey responses and claims data.
- III. UniGroup performs monthly review of accounts receivables.

H. Provider Removal Procedure:

- I. Any partner identified as non-compliance with any of the items agreed to in the SLA, acceptable quality levels, failing to meet minimum standards during an onsite facility visit or up to date with their payables will be notified of non-compliance.

- II. Notification of non-compliance depending on the non-compliance category will include agreed remedial action and a deadline.
- III. Failure to comply with the remedial action by the deadline for issues of quality, SLA violations, health and human safety violations will result in the agent being placed in do-not-use status.
- IV. Failure to comply with the remedial action by the deadline for issues of non-payment will result in the agent being put on cash only status and/or being put in do-not-use status depending on the severity.