



SERVICE LEVEL AGREEMENT

Confidentiality & Data Protection

The carrier shall treat all commercial, operational, customer, shipment, and transport-related information received from ODYSSEY LOGISTICS EUROPE as strictly confidential and shall not disclose such information to any third party unless required by applicable law or expressly authorized in writing by ODYSSEY LOGISTICS EUROPE.

Confidential information shall be used solely for purposes directly related to the performance of transport logistics services carried out on behalf of ODYSSEY LOGISTICS EUROPE and shall not be used for any other purpose.

The carrier shall ensure that its employees, drivers, agents, affiliates, and subcontractors comply with the confidentiality obligations set out herein.

The carrier shall implement appropriate technical and organizational measures to protect data against unauthorized access, disclosure, loss, or misuse.

The carrier acknowledges receipt of Odyssey Logistics Service Level Agreement, confirms its understanding of the requirements contained therein, and agrees to comply with all applicable provisions.

Service Level Agreement – Version 1.0 – Dated July 2026

Company Name	
Company Address	
Authorised person	
Signature	
Date	

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1. Introduction

This Service Level Agreement ("SLA") defines the operational, safety, environmental and compliance requirements applicable to carriers and subcontractors performing transport activities on behalf of Odyssey Logistics Europe.

The purpose of this document is to ensure that transport operations are performed in a safe, compliant and consistent manner and in accordance with applicable legal requirements, customer expectations and Odyssey Logistics policies. Carriers are responsible for ensuring that their drivers, employees and subcontractors understand and comply with the requirements defined in this document.

Compliance with this SLA does not release the carrier from the obligation to comply with all applicable laws, regulations and industry standards.

2. Policy

Odyssey Logistics maintains a Health, Safety, Security & Environment (HSSE) Policy, approved by the Chief Executive Officer, which defines the Corporation's commitment to safe, secure and environmentally responsible operations for the benefit of its employees, customers, partners and the public. The policy covers compliance, safe and sustainable operations, continuous improvement, communications and training, public policy engagement, and mutual assistance across the value chain.

Carriers are expected to conduct their operations in a manner consistent with the principles of this policy, particularly regarding regulatory compliance, incident-free performance, and continuous improvement.

The full HSSE Policy is provided in Annex 1.

3. Regulations and ethics

Odyssey Logistics is committed to conducting business ethically and sustainably. We expect the same from our Business Partners. Carriers are expected to conduct transport operations in compliance with all applicable laws, regulations, safety requirements and ethical business standards.

Carriers shall ensure safe, compliant and environmentally responsible operations, including proper driver qualifications and training, cargo securing, incident reporting, use of required PPE and compliance with applicable customer and site safety requirements. These requirements shall also apply to subcontractors acting on behalf of the Carrier.

Carriers are expected to conduct business in a professional, transparent and ethical manner, including compliance with anti-bribery, trade compliance, confidentiality and applicable human rights and labour standards. Forced labour, child labour, discrimination, harassment and any form of corruption are not tolerated.

Odyssey Logistics reserves the right to request corrective actions, suspend cooperation or terminate collaboration in case of serious or repeated non-compliance.

4. Carrier

4.1. General tasks and responsibilities of the carrier

- The transport of freight on behalf of Odyssey Logistics Europe
- To provide Odyssey Logistics with an emergency number that is available 24/7
- The carrier shall ensure that its drivers:
 - ✓ document the tasks carried out in accordance with the schedule
 - ✓ carry out the necessary checks upon receipt of the load
 - ✓ inform the loading operator of any defects or potential damage to the goods
 - ✓ secure the load and never leave the loading area without operator's permission if the goods have not been secured in accordance with the 'European guidelines for best practice in securing loads for road transport'.
 - ✓ check whether palletised cargo complies with the EUMOS 40509 requirements
 - ✓ report any delays, accidents, damage, shortcomings, incorrect cargo, incorrect or alternative unloading points,
 - ✓ ensure the correct management of all documents relating to the goods and the execution of the transport
 - ✓ report all discrepancies in the broadest sense
 - ✓ be responsible for ensuring that the CMR-CNs are signed by the consignee (date, consignee's name, consignee's signature, company stamp)
 - ✓ look after the trailers and report any defects or damage that arise or are discovered when coupling the trailers.
 - ✓ prevent danger or disruption to others
 - ✓ carefully observe the safety regulations applicable at the loading/unloading site
 - ✓ use PPE (personal protective equipment) such as safety shoes, a helmet and a high-visibility vest where necessary
 - ✓ use any additional PPE required for the loading or unloading site
 - ✓ treat the equipment provided to him as if it were his own property
 - ✓ use and maintain tools and equipment correctly
 - ✓ only smoke, eat and drink in areas where this is permitted
 - ✓ refrain from using drugs or alcohol
 - ✓ avoid the uncontrolled use of medication
 - ✓ clear away all waste and dispose of it in the appropriate bins/containers

Where the carrier does not operate its own vehicles, the carrier remains fully responsible for ensuring that all subcontractors and their drivers comply with the requirements of this SLA.

4.2 Unsafe situations

The drivers may cease work if they believe that there is an immediate danger to themselves or to others, or if damage to goods and/or equipment may occur.

If this occurs at a loading or unloading point, the carrier shall ensure that its driver discusses this with their local contact person at the loading or unloading point.

If the dangerous situation cannot be resolved in this way, the carrier must immediately contact Odyssey Logistics before continuing with the assignment.

4.3 Certifications and Trainings Driver

The carrier shall ensure that its drivers:

- ✓ hold a driving licence valid for the vehicle combination they are driving
- ✓ can demonstrate that they are "competent" as defined in Directive 2003/59/EC as amended by Directive (EU) 2018/645; this means that they must undertake a certified 35-hour refresher course every 5 years, also referred to as Code 95
- ✓ can demonstrate competence in safe and defensive driving through the mandatory Code 95 periodic training or an equivalent driver safety training programme covering Behaviour Based Safety (BBS) principles. Where a dedicated BBS training certificate is not available, evidence of completed Code 95 training including safe and defensive driving modules shall be considered acceptable.
- ✓ when transporting dangerous goods, can demonstrate that they hold the necessary ADR certificates

Driver training records, including those of subcontractors' drivers, shall be retained and made available upon request.

4.4 Drivers handbook

The carrier shall ensure that all applicable requirements set out in this Service Level Agreement (SLA) are incorporated into the Carrier's driver handbook and communicated to all drivers involved in operations performed on behalf of Odyssey Logistics.

The carrier shall further ensure that drivers are adequately instructed and trained on such requirements prior to performing any transport, loading, unloading, or discharging activities.

5. Driving and Rest periods

The carrier shall ensure that its driver carries out the assignment in accordance with the legal requirements regarding driving and rest periods (see Regulation (EC) No 561/2006 of the European Parliament and of the Council)

See also the guide to EU rules <https://www.iru.org/sites/default/files/2016-03/en-drivers-hours-eu.pdf>

6. POD/ CMR Requirements

All shipments on behalf of Odyssey Logistics Europe are carried out in accordance with the terms of the CMR Convention (see also Chapter 9.4 for CMR insurance requirements).

- ✓ The carrier must ensure that its drivers are able to draw up a CMR themselves
- ✓ The cargo must be covered by a fully completed CMR containing a detailed description of the cargo
- ✓ CMRs must be dated and signed at the place of loading or unloading, with a clearly legible company name and the name of the person signing the document.

THE FINE IMPOSED FOR FAILURE TO BE IN POSSESSION OF A COMPLETE CMR CONSIGNMENT NOTE MUST ALWAYS BE PAID BY THE CARRIER.

6.1 CMR completion at Loading Site

Unless the instructions sent with the order read different, the driver shall use only the CMR document issued by the loading site.

- ✓ The carrier must ensure that, if the driver does not receive a CMR at the loading site the driver always draws up a CMR themselves
- ✓ The CMR must be completed with:
 1. The name and address of the shipper
 2. The name and address of the consignee
 3. Date and time of arrival at the loading point, date and time of departure from the loading site
 4. Vehicle registration number tractor unit/trailer and/or container number
 5. Signature (or stamp) of the receiver and name (in capitals) on a non-editable document (PDF, screenshot), or digital POD with signature and name of recipient. In case of digital POD, the recipient should be able to obtain a digital copy.
 6. Odyssey reference number – delivery number
 7. Number of pallets and net/gross weight or actual loaded weight in case of liquid bulk/dry bulk
 8. In the case of dangerous goods: their UN number, generally recognized description, and classification details
 9. Where applicable: number of customs documents
 10. If the trailer, (iso)tank or container is sealed: seal number
- ✓ After loading, coupling a loaded trailer or picking-up a loaded isotank, the driver must check that the unit is free from visible damage or missing parts.
- ✓ In case the driver is not permitted to attend the loading process (e.g. stand trailer or full container load), the driver shall enter the appropriate reservation on the CMR.
- ✓ Damage or shortages must always be noted by means of a reservation on the CMR. Possible reservations:
 - The IRU provides a checklist for drivers containing standard reservation texts: <https://www.iru.org/resources/iru-library/cmr-driver-checklist>
 - If it is not possible to check the goods for quantity or damage, reservations must be made on the CMR, for example: “impossible to check quantity or damage because loading was carried out by the consignor” or “handling, loading and securing carried out by the consignor”
 - If the CTU is sealed: “impossible to check for quantity or damage because the CTU is sealed”
- ✓ If the driver makes no additional comments regarding visible damage or shortages of goods, the carrier is liable for this.
- ✓ If the goods are not yet ready, this must be noted on the CMR and this document must be signed and dated by the person in charge at the loading point
- ✓ The driver must not leave the loading point without a CMR signed by or on behalf of the consignor with a clearly legible name of the person who signed the document.



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6.2 CMR completion at Delivery/Unloading Site

- ✓ Any visible damage or shortages must always be noted on the CMR
- ✓ If visible damage or shortages are not noted on the CMR, the carrier is liable for them
- ✓ The driver must not leave the unloading point without a CMR signed and dated by the consignee with a clearly legible name of the person who signed the document.

7. Vehicle and Equipment Requirements

7.1 Vehicles fit for loading

Packed

The carrier or its subcontractor shall present all vehicles and trailers for loading in a clean, dry, damage-free, and roadworthy condition suitable for the safe transport of the goods. Tarpaulins shall be free from tears, holes, or other openings, and loading floors shall be clean and free from waste, debris, protrusions, nails, or any other objects that may damage the goods.

The carrier shall be fully liable for any loss of or damage to the goods resulting from the unsuitable condition of the vehicle, trailer, tarpaulin, loading floor, or other transport equipment, including but not limited to damage caused by dirt, waste, nails, water ingress, or defective tarpaulins.

Bulk

The carrier shall present all bulk transport equipment, including tanks, silos, hoppers, tank containers, walking floors, tippers, and associated loading and discharge equipment, in a clean, dry, odour-free, contamination-free, and fully operational condition suitable for the intended cargo and compliant with all applicable legal and technical requirements.

The carrier shall ensure that all compartments, valves, hoses, seals, pumps, discharge systems, and ancillary equipment are properly maintained, leak-free, and fit for purpose. Where required, the carrier shall provide evidence of previous cargoes, cleaning certificates, inspection records, or other documentation demonstrating the suitability of the equipment for the intended transport.

The carrier shall be fully liable for any loss, contamination, deterioration, or damage to the goods arising from the unsuitable condition, inadequate cleaning, improper maintenance, contamination, leakage, or malfunction of the bulk transport equipment.

7.2 Transport unit Equipment

All drivers must have a standard set of PPE on board of the vehicle. The standard set must consist of the following items

- Protective cloths such as overall or long sleeved clothing and long trousers
- Helmet
- A fluorescent safety jacket
- Safety shoes (EN ISO 20345 or equivalent)
- Safety glasses
- Protective gloves (resistant to the loaded product(s), please check MSDS)

Each driver presenting himself for loading/unloading must wear the PPE. When a driver does not have nor wear the standard PPE, he will be refused access to the premises.

All vehicles must be equipped with

- a first-aid kit
- a warning triangle
- a jack and a wheel wrench
- a fire extinguisher of at least 2 kg in the cab
- equipment for securing the load (15 lashing straps, 30 plastic corner protectors and 30 anti-slip mats)

IMPORTANT NOTE

- ✓ In case ADR goods are being transported, the carrier and the driver must ensure that the provisions of the ADR regulations are met and that all mandatory equipment is on board of the vehicle. (ADR Chapter 8.5.1.).
- ✓ In case Odyssey client and/or its customer require additional equipment (e.g. face shield), the instructions sent with the EDI / booking request to the Transport Service Provider will be updated with these requirements.

7.3 Pre-checks

The carrier must ensure that its drivers (including drivers of subcontractors) check the following points before starting the journey:

- ✓ visible damage to the transport unit
- ✓ tyres and wheels (damage, pressure, nuts)
- ✓ lights are working properly
- ✓ oil, water and fuel levels
- ✓ sufficient wheel chocks
- ✓ the mandatory equipment (see Chapter 7.2)
- ✓ checking the brakes
- ✓ checking for leaks (engine oil, liquid goods, etc.)
- ✓ check that the trailer is securely coupled (test by pulling with the trailer's brakes locked)
- ✓ winter conditions – check and keep roof free of ice

Packed goods

- ✓ at least 12 lashing straps in the trailer
- ✓ a clean loading floor, free of obstacles and nails

Bulk

- ✓ required couplings (provided with the Transport order) available
- ✓ tank clean and dry, hoses clean
- ✓ valid cleaning certificate

Important Note

Tyres and vehicle markings must comply with the regulations in force in all countries or regions covered by the transport order

The (un)loading sites reserves the right to inspect documents, the condition of the vehicle and the equipment when driver presents vehicle for loading.

Journey Planning

The carrier is responsible for planning each journey prior to departure, including the selection of safe and secure parking locations in accordance with applicable regulations and customer requirements. Journey planning shall take into account driving and rest time regulations, route restrictions, product hazards and weather conditions. Journey plans shall be made available to drivers prior to departure and updated where circumstances require.

7.4 Maintenance Vehicle

The carrier shall ensure that all vehicles, trailers, chassis, containers, and other transport equipment used in the performance of the transport services, including those operated by subcontractors, are maintained in a safe, roadworthy, clean, and fully operational condition at all times and comply with all applicable legal, regulatory, technical, and manufacturer requirements.

The carrier shall implement and maintain, and shall ensure that its subcontractors implement and maintain, appropriate preventive maintenance and inspection programs to ensure the continued safety, reliability, and suitability of the transport equipment used. All mandatory inspections, tests, certifications, and maintenance activities shall be completed within the applicable statutory deadlines.

The carrier shall immediately withdraw from service, and shall ensure that its subcontractors immediately withdraw from service, any vehicle or equipment that may compromise safety, legal compliance, cargo integrity, operational performance, or the reputation of Odyssey Customer.

Upon request, the Carrier shall provide evidence of maintenance records, inspection reports, and other relevant documentation relating to the vehicles and equipment used in the performance of the services, including those of subcontractors.

8. Rules and Instructions at Loading/Unloading Sites

8.1 Instructions from the loading/unloading site

The carrier shall ensure that:

- all instructions (safety instructions, environmental regulations, procedures at the loading /unloading site, designated route, designated parking area) given to the driver must be followed without question, unless unsafe, unlawful or contradictory to applicable regulations.
- their driver always complies with the safety regulations, environmental regulations and the loading and unloading instructions at the loading/unloading site
- the driver behaves in a professional and cooperative manner and avoids disputes with personnel at the loading/unloading site

If a dispute, unsafe situation or operational concern arises, the carrier shall immediately contact Odyssey Logistics and follow the escalation requirements defined in Chapter 9, section 9.6.

8.2 Rules for drivers on the (un)loading sites

An (un)loading site include all areas, buildings, roads, car parks and facilities within the site perimeter.

The carrier shall ensure that its drivers (including drivers working for subcontracting parties) respect following rules:

- ✓ Comply with the site safety policies in force at the (un) loading sites.
- ✓ Put on the required PPE
- ✓ Report to the 'Reception' to announce arrival and wait for the further instructions
- ✓ Strictly observe the traffic regulations and the road signs; respect the speed limit
- ✓ Park in the designated spaces as instructed
- ✓ Show proper behaviour and strictly follow operator instructions

8.3 Safe opening and closing the trailer

To prevent drivers from falling or tripping whilst opening and closing side curtains, carrier shall instruct their drivers to always walk in the direction and look towards where the curtains and roof are being opened or closed.

- when opening, in the direction of the front of the trailer
- when closing, in the direction of the rear of the trailer

9. Carrier Agreements

The following instructions must be strictly adhered to.

If these instructions are not followed, Odyssey Logistics reserves the right to charge for any costs incurred as a result.

9.1 Quality, Environmental and Safety Policy

Carriers are expected to

- apply Odyssey's policy (see Chapter 2) in their day-to-day operations and in particular when carrying out orders on behalf of Odyssey
- strictly follow the instructions and guidelines in this manual

9.2 Laws and regulations

Compliance with Odyssey and its customers' requirements does not exempt the carrier from the obligation to comply with the requirements of the international, national and local laws and regulations that apply to the services provided.

9.3 Documents in the driver's possession

The carrier shall ensure that its driver is always able to demonstrate that he/she is in possession of

- an identity card
- a driving licence
- Commercial transport licence

- a valid ADR certificate (in the case of the transport of dangerous goods)
- the vehicle's registration certificate
- the vehicle technical inspection certificate (see also the ADR requirements in case of dangerous goods)
- proof of insurance for the vehicle
- the most recent safety instructions "additional information for vehicle crews regarding the hazard specifications of dangerous goods" (in the case of ADR transport)

The carrier is responsible for all costs that may arise from a delay caused by the absence of the mandatory documents

9.4 Insurance and liability

The carrier is responsible for the goods entrusted to them, provided that the loss, reduction, damage or contamination is not caused by the product itself or by the procedures applied at the loading place.

- All shipments on behalf of Odyssey are carried out under the terms of the CMR Convention and must be covered by a carrier with valid CMR insurance without acceptance of any deviation, as they form part of an international transport chain.
- Insurance coverage must be appropriate to the cargo value, transport risk and applicable legal/customer requirements
- In the event of underinsurance, the carrier is liable for the uninsured portion

The carrier is liable for damage to third parties, both physical and material

- all damage caused by the carrier to third parties (persons, cars and lorries, buildings, the environment, etc.) will be charged to the carrier
- it is mandatory to have 'third-party liability insurance' for this purpose

9.5 Deviations between the load and the transport order

Packed

The driver shall always notify the carrier of any discrepancies between the consignment and the transport order including but not limited to differences in the number of pallets, loading units, quantities, weights, packaging condition, or any visible irregularities.

Where such discrepancies cannot be resolved prior to loading or unloading, the driver shall record the appropriate reservations on the CMR note before loading or unloading takes place.

Bulk

The driver shall always notify the carrier of any discrepancies between the bulk consignment and the transport order including but not limited to differences in product type, quantity, weight, , temperature, loading or discharge instructions, contamination risks, or any visible irregularities relating to the cargo or transport equipment.

In both cases, the carrier shall promptly inform Odyssey Logistics accordingly, in order for Odyssey Logistics to support the implementation of an appropriate solution.

Any costs incurred as a result of failure to comply with this instruction will be charged to the carrier.

9.6 Operational Escalation & incident Communication

The carrier shall immediately inform Odyssey Logistics about any operational deviation, incident, unsafe situation, cargo discrepancy, damage, customs issue, seal irregularity, theft, delay or other event that may impact transport execution, cargo integrity, safety, compliance or customer service.

In the event of cargo damage, shortages, delivery refusal, customs irregularities, seal discrepancies, dangerous goods incidents or any other significant operational deviation identified during loading, transport or unloading, the carrier and driver shall await further instructions from Odyssey Logistics before continuing transport operations or leaving the loading/unloading site, unless otherwise instructed by the competent authorities or emergency services.

The carrier and driver shall cooperate with Odyssey Logistics, preserve relevant information and documentation where reasonably possible, and follow further operational instructions where reasonably required.

10. Dangerous Goods (DG) – ADR

The carrier shall at all times comply with all applicable provisions of the European Agreement concerning the International Carriage of Dangerous Goods by Road (ADR), including all amendments in force at the time of transport, as well as any other applicable national and international regulations governing the transport, handling, loading, unloading, segregation, stowage, documentation, security, and supervision of dangerous goods.

In the case of intermodal transport operations, including road/sea and road/rail shipments, the Carrier shall additionally comply with all applicable provisions of the International Maritime Dangerous Goods (IMDG) Code, the Regulations concerning the International Carriage of Dangerous Goods by Rail (RID), and any other applicable modal regulations governing the carriage of dangerous goods.

The carrier shall ensure that its employees, drivers, agents, and subcontractors involved in the carriage of dangerous goods are appropriately qualified, trained, and equipped in accordance with the applicable regulatory requirements. Training records shall be retained and made available upon request.

The carrier shall further ensure that all vehicles, equipment, documentation, markings, labels, and safety measures required under the applicable regulations are fully compliant at all times during the performance of the transport services.

11. Near Miss, accident, product spill and fire reporting

11.1 Near Miss

- ✓ The driver must always inform the carrier of any near-miss occurring during loading or unloading or caused by any other activity at the loading/unloading site. The carrier on their turn shall inform Odyssey Logistics.
- ✓ This enables Odyssey Logistics to analyse the unsafe situation and to support prevention and /or remediation of the issue.

11.2. Accident

Following an accident, The driver shall:

- ✓ activate the braking system, switch off the engine and the battery if this system is available
- ✓ put on a high-visibility vest and place the necessary warning signs
- ✓ in the event of immediate danger, leave the vicinity of the vehicle and encourage others to do the same
- ✓ notify the relevant emergency services and activate the Emergency call at 24hrs Emergency phone number Shipper/Consignor (see the phone number on the documents) in case of severe and immediate danger
- ✓ inform the carrier immediately. The carrier shall in turn contact Odyssey Logistics without delay. See Chapter 9.6 (Operational Escalation & Incident Communication) for full escalation requirements.
- ✓ make the on-board documents and transport documents available to the emergency services

11.3 Product spill

In case of product spill (bulk) or packed goods are leaking, or if this could lead to an emergency, the carrier must ensure that its drivers, where possible and without any risk, take the necessary measures to protect people and environment.

The driver shall:

- ✓ activate the braking system, switch off the engine and the battery if this system is available
- ✓ avoid sources of ignition; do not smoke and do not switch on any electrical appliances
- ✓ put on a high-visibility vest, safety shoes, gloves, .. and place the necessary warning signs
- ✓ keep the on-board and transport documents with him and make them available to the emergency services
- ✓ prevent the products from leaking into the ground or the sewer system, if such can be done in a safe way
- ✓ leave the vicinity of the vehicle and encourage others to do the same in case of immediate danger
- ✓ notify the relevant emergency services and activate the Emergency call at 24hrs Emergency phone number Shipper/Consignor (see the phone number on the documents) in case of severe and immediate danger
- ✓ inform the carrier immediately. The carrier shall in turn contact Odyssey Logistics without delay. See Chapter 9.6 (Operational Escalation & Incident Communication) for full escalation requirements.

- ✓ **Dangerous goods:** provide as much information as possible about the incident or accident and if applicable, about the type of ADR/IMDG goods

11.4 Fire

In the event of the driver must:

- ✓ switch off the engine and disconnect the battery if this system is available
- ✓ notify the relevant emergency services
- ✓ use the fire extinguishers, provided this can be done without any risk
- ✓ leave the vicinity of the vehicle and encourage others to do the same
- ✓ inform the carrier immediately. The carrier shall in turn contact Odyssey Logistics without delay. See Chapter 9.6 (Operational Escalation & Incident Communication) for full escalation requirements.
- ✓ always follow the instructions of the emergency services
- ✓ **Dangerous goods:** provide as much information as possible about the incident or accident and if applicable, about the type of ADR/IMDG goods.

12. 24/7 Emergency Response (ER)

The carrier shall ensure that a 24/7 Emergency Response procedure is established and maintained, and that all subcontractors, drivers, and relevant personnel receive appropriate Emergency Response training.

In the event of a severe and immediate danger, the carrier shall ensure that drivers:

- ✓ immediately notify the relevant emergency services;
- ✓ contact the Shipper's/Consignor's 24-hour emergency telephone number indicated on the transport documentation; and
- ✓ subsequently contact the carrier's 24/7 Emergency Response number.

Training records shall be retained and made available upon request

13. Theft

When transporting goods susceptible to theft (e.g. high value goods, Dangerous goods, etc.), the carrier should, where possible, avoid that drivers are taking a long night's rest. If a long night's rest is unavoidable, this must take place in a secure and monitored car park.

During a short break, the driver must minimize unattended parking in unsecured locations.

After every overnight stop or short break, the driver must check the exterior of the trailer.

If the driver detects signs of theft, he/she must:

- ✓ always contact the police
- ✓ inform the carrier immediately. The carrier shall in turn contact Odyssey Logistics without delay. See Chapter 9.6 (Operational Escalation & Incident Communication) for full escalation requirements.

If the customs seal is broken, either by the authorities, or as a result of theft, in such cases, it's crucial for the driver to ask the police to confirm the new seal number and ensure this information



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is included in the police report. Additionally, the driver should record the new seal number on the CMR.

After these steps, the driver needs to proceed to the nearest customs office for inspection and to arrange for any necessary amendments to the customs documents.

14. Behaviour Based Safety

14.1 Safe and defensive Driving

Odyssey Logistics strongly promotes the BBS guidelines “safe and defensive driving”.

The carrier shall ensure that :

- the drivers undertake the BBS training “safe and defensive driving” every 5 years as part of the mandatory 35-hour course (Code 95)
- the BBS “safe and defensive driving” training is the first training offered to every new driver.

[BBS-GUIDELINES-FOR-TRAINING-OF-DRIVERS-AND-SAFE-DRIVING-OF-ROAD-FREIGHT-VEHICLES.pdf](#)

14.2 Observation Report

Odyssey Logistics strongly recommends (un)loading sites, especially for dry and liquid bulk transports, to have a checklist completed by both the operator and the driver to have the roles and responsibilities between driver and operator clarified.

The carrier shall ensure that drivers:

- promote and/or support completion of the checklist
- immediately report towards the office any dispute related to roles and responsibilities

See example - [BEST-PRACTICE-GUIDELINES-FOR-SAFE-LOADING-AND-UNLOADING-OF-ROAD-FREIGHT-VEHICLES-.pdf](#) Annex 3

15. Safety Measures

The carrier shall ensure that the below listed safety requirements are strictly adhered to by their drivers:

- ✓ Use of mobile phone only via a hands-free device whilst driving
- ✓ Avoid phone calls whilst driving, if needed keep calls as short as possible
- ✓ Always wear a seatbelt
- ✓ Drive defensively and take steps to prevent accidents
- ✓ Observe the driving hours and rest periods
- ✓ Adapt driving behaviour in bad weather
- ✓ Observe international and national traffic regulations
- ✓ Do not carry unauthorised persons in the cab
- ✓ In the event that a container is placed on a chassis
 - Always check that this is done correctly and in accordance with regulations
 - The container must not protrude beyond the chassis
 - Twist locks must be used at the designated points

- ✓ Never drive under the influence of drugs or alcohol
- ✓ Avoid uncontrolled use of medication
- ✓ Never leave the (un)loading site if the (remaining) load has not been secured in accordance with the “European guidelines for best practice on securing loads for road transport”.
See [Cargo securing and abnormal loads - Mobility & Transport - Road Safety](#)
- ✓ Never exceed the maximum permitted weight or dimensions
- ✓ Working at height is strictly prohibited unless appropriate safety measures and equipment are in place. See Chapter 16.
Drivers shall not climb onto trailers for opening or closing the trailer, to secure loads, or access the top of tanks or containers without using approved fall-protection equipment. The use of forklift forks for lifting personnel is strictly prohibited.
- ✓ Stop operations immediately if conditions are unsafe to proceed and report the unsafe situation immediately to the carrier. See Chapter 9, Section 9.6
- ✓ After every loading and unloading operation, check that no damage has occurred to the goods.

16. Working at Height

The carrier shall ensure that drivers fulfil and respect safety/security guidelines at the loading/unloading point and follow the instructions from the staff at the plant. Drivers shall not work at height unless it is safe to do so.

If there are no appropriate tools available and a safe working environment is not guaranteed, the driver must stop the activity and contact the carrier immediately.

CEFIC/ECTA best practices and Non-binding guide to good work at height practice may be consulted in order to provide appropriate training to the drivers.

[Best-practice-guidelines-for-safe-working-at-height-in-the-logistics-supply-chain-FINAL.pdf](#)

<https://op.europa.eu/en/publication-detail/-/publication/cc6a1e5c-023c-4747-9a06-e9f155c5101c>

The carrier must ensure compliance with the minimum safety and health requirements for the use of work equipment for temporary work at height as defined in Directive 2009/104/EC (Work Equipment Directive, Annex II.4), which codifies and replaces the former Directive 2001/45/EC.

17. Environment

17.1 Engines

Carriers must ensure that all vehicles (including vehicles of subcontracted parties) comply with applicable emission standards, including EURO 6 where required.

17.2 Eco -driving

Carrier shall ensure that all drivers (including drivers working for subcontracting parties) attend a Eco driving training as part of the mandatory 35-hour course (Code 95)

Drivers must have an understanding of how to reduce fuel consumption by:

- Optimising fuel consumption through correct driving techniques, based on the latest vehicle technology
- Efficient route planning
- Proper maintenance of the vehicle

17.3 Waste

Carrier shall ensure that all drivers (including drivers working for subcontracting parties) do respect the waste regulations. Rubbish must be disposed of in the bins provided, which can certainly be found at the loading and unloading area, car parks, petrol stations, etc.

18. Additional requirements for dry and liquid bulk Shipments

The following requirements shall apply in addition to those set out in Chapters 4 to 17

18.1 Drivers

The carrier shall ensure that drivers including drivers of subcontractors:

- ✓ wear the appropriate personal protective equipment (PPE);
- ✓ are adequately trained in the operation of vehicle equipment and possess sufficient experience in a range of loading and unloading activities
- ✓ performs daily equipment check (tank and equipment)
- ✓ comply with all applicable site safety policies at loading and unloading locations and strictly adhere to the instructions provided by site operators;
- ✓ commence loading or unloading operations only after receiving written authorization from the operator. The use of a loading/unloading checklist is therefore strongly recommended. See [Best-practice-guidelines-for-safe-Un-Loading-of-road-freight-vehicles-Corrigendum-2021-GUIDELINES-ROAD.pdf](#) for example of checklist
- ✓ are familiar with Emergency Response Scheme 24/7; See also Chapter 12

Driver training records and Equipment checklists shall be retained and made available upon request.

18.2 Vehicle (tractor unit, tank vehicles, portable tanks, silo, ...)

The carrier shall ensure that for all bulk transport all customer-specific and technical equipment requirements are fulfilled:

- ✓ the equipment is technically suitable for the product being transported;
- ✓ the tank material, lining (if applicable) and associated equipment (hoses, gaskets, pumps, etc) are compatible with the product characteristics provided by the customer

- ✓ the tank construction and associated equipment comply with the applicable ADR/RID and/or IMDG provisions in case of dangerous goods;
- ✓ the tank, valves, and hoses are free from contamination, residues, leaks, or any visible defects;
- ✓ the tank and associated equipment are properly maintained and kept in good technical condition; hoses used for loading and/or unloading tanks must be regularly inspected and pressure tested
- ✓ all legally required inspections, tests, and certifications are valid and up to date
- ✓ all mandatory technical inspections required under the ADR/RID and IMDG code are duly completed and complied with

Inspection and pressure test records shall be retained and made available upon request.

18.3 Tank cleaning

The carrier shall ensure that for all bulk transport

- ✓ a valid cleaning certificate is provided for the tank as well as for the hoses. Cleaning certificates must include identification of the cleaning station and must be available for verification. Previous loads must be compatible with the transported product.
- ✓ The requirement for a hose cleaning certificate does not apply to tank container deliveries, as the hoses are not supplied with or transported together with the tank container.
- ✓ the cleaning is carried out by an ISO-certified or EFTCO-registered tank cleaning station. Any exemption from this requirement shall be explicitly agreed upon in writing by the parties involved.

In case of dry bulk polymer transport tanks, it is strongly recommended to read 'The best practice guidelines of CEFIC/ECTA '

[Best-practice-guidelines-for-the-cleaning-of-dry-bulk-polymer-transport-tanks.pdf](#)

18.4 Sampling

The carrier shall ensure that drivers:

- ✓ do not take samples (top of tank). If the taking of samples is required, the management of the (un)loading site must ensure that samples are taken by qualified site personnel or by appointed surveyors with adequate safety precautions.
- ✓ do not accept supplier samples if not packed in an outer carton
- ✓ do not accept samples containing dangerous goods if not packed and labelled in accordance with the ADR provisions
- ✓ avoid storing samples in the driver's cabin at any time

18.5 Unloading of Polymers in Bulk

The carrier shall ensure that drivers:

- ✓ are duly trained on the risks from a safety and quality perspective when unloading polymers in bulk.
- ✓ Respect procedures to prevent any loss of plastic pellet

It is strongly recommended that carriers and drivers follow the CEFIC/ECTA guidelines. See [SAFETY-QUALITY-BEST-PRACTICE-GUIDELINES-FOR-UNLOADING-OF-POLYMERS-IN-BULK ok.pdf](#)

and

[BEST-PRACTICE-GUIDELINES-FOR-THE-SAFE-USE-OF-LINED-ISO-BOX-CONTAINERS-FOR-MOVEMENT-OF-DRY-BULK-PRODUCTS.pdf](#)

18.6 Deviation from standard unloading operations

The carrier shall ensure that drivers are properly trained on the definition of a 'standard unloading' at customer site for chemical products in bulk.

A standard delivery is characterised as follows:

- Agreed transport company, loading and delivery dates, product volume and loading location.
- Transport equipment is in line with common agreed practice and fits the order.
- Appropriate shipping documents are present and no additional product handling during loading, transit or unloading is taking place (e.g. no local ad-hoc filtering or trans-loading into other truck / equipment).
- Discharge fully at the agreed and known customer unloading location without return of product.
- Unloading takes place in a bulk land tank.
- No disruption after the discharge has started.
- Agreed pressures, nitrogen blanketing and temperatures in the transport vessels in line with product requirements and common practice, before and after (un)loading.

The carrier shall ensure that drivers immediately report any deviation from standard loading and unloading operations to the carrier. The carrier shall subsequently inform Odyssey Logistics without delay. Any deviation from standard loading and unloading operations shall be subject to a prior risk assessment. Risk shall be mitigated and all required safety measures shall be implemented prior to the commencement of any discharging operation.

Example of risks and Risk mitigation for (un)loading operations is provided in [Best-practice-guidelines-for-safe-Un-Loading-of-road-freight-vehicles-Corrigendum-2021-GUIDELINES-ROAD.pdf](#)

18.7 Material Safety Data sheets

The carrier shall ensure that, for each transported product, the latest version of the applicable Material Safety Data Sheet (MSDS) is available and reviewed in order to identify the personal protective equipment (PPE) required for the driver to handle the product, in addition to any PPE requirements applicable at the (un)loading site.

The information provided in the MSDS shall be considered to:

- ✓ calculate, in case of dangerous goods, the filling degree. In case any information is missing, carrier shall reach out to Odyssey Logistics Europe.
- ✓ check product properties to identify proper tank
- ✓ check for the full DG information in case of dangerous goods

19. Plastic pallets - Ocean Clean Sweep (OCS)

The carrier is strongly advised to sign up on the 'OCS programme'

<https://www.opcleansweep.eu/>

The carrier shall ensure that all vehicles are equipped in line with OCS guidelines (later Regulation (EU) 2025/2365 – Annex III) in case of plastic pellet shipments.

The carrier shall train all drivers. Drivers must have a clear understanding how to act in the event of a plastic pellet spillage.

Any damage, product loss, or pallet spillage, regardless of severity or quantity, shall be reported immediately to Odyssey Logistics. The Carrier shall ensure that all incidents are properly recorded, documented, and managed in accordance with Odyssey Logistics' reporting requirements and all applicable local legal and regulatory requirements, including notification obligations towards the relevant authorities where applicable.

Guidance on the implementation of the OCS / EU 2025/2365 requirements can be found on the [OCS](#) website.

20. Cybersecurity and Data Protection

In addition to the confidentiality requirements set out at the beginning of this document, the carrier shall:

- implement access controls and data protection measures in accordance with applicable regulations (e.g. GDPR)
- report any data breach or cybersecurity incident affecting Odyssey Logistics data immediately
- ensure that subcontractors apply equivalent data protection standards
Where digital tools, platforms or portals are used for transport execution or communication, the carrier shall ensure these meet applicable security standards.

21. Operational Management of change

The carrier shall ensure that any change in operational processes, introduction of a new product, or implementation of a new transport lane is subject to a documented risk assessment and Management of Change (MOC) process prior to implementation.

The carrier shall ensure that all associated risks are identified, evaluated, and adequately controlled before the relevant activity is commenced.

Documented evidence of the risk assessment and Management of Change (MOC) process shall be retained and made available upon request.

Any concerns, identified risks, or operational constraints identified by the carrier shall be communicated to Odyssey Logistics without delay.

22. Selection procedure partners

The carrier shall maintain a documented selection and qualification process for all partners and subcontractors, introduced into its transport network in connection with services performed for Odyssey Logistics.

Preference shall be given to partners holding a valid SQAS assessment or equivalent industry-recognized assessment. Where no SQAS assessment is available, the carrier shall apply its own qualification procedure to assess the partner's operational, safety, quality, and compliance standards.

The complete qualification and selection process, including supporting documentation and evaluation records, shall be fully documented, retained, and made available upon request.

23. Performance measurement

The carrier shall monitor and evaluate the performance of its subcontractors and/or partners against the agreed key performance indicators (KPIs) and maintain documented records of such evaluations. The carrier shall organize periodic performance review meetings with its subcontractors and partners to assess compliance with operational, safety, quality, and service requirements and to define improvement actions where necessary.

Where a subcontractor or partner consistently fails to meet the agreed requirements or performance expectations, the carrier shall implement appropriate corrective actions and, where necessary, identify and qualify an alternative partner.

The carrier shall proactively inform Odyssey Logistics of any identified negative performance trends on a transport lane, including the associated risks, root causes where identified, and the corrective and preventive actions considered and/or implemented to remediate the situation.

Additionally, the carrier shall further ensure that all subcontractors and partners comply with the applicable Operation Clean Sweep (OCS) requirements, including the reporting and documentation of any product loss, spills, containment actions, plastic pellet recovery operations, and corrective measures implemented. Full details of such incidents and recovery activities shall be communicated to Odyssey Logistics without delay and retained in the carrier's records.

24. Subcontracting and Operational Responsibility

The carrier remains fully responsible for ensuring that their partners and subcontractors involved in the transport operations, comply with

- this SLA,
- applicable regulations,
- customer requirements,
- and operational safety standards.



SERVICE LEVEL AGREEMENT

Odyssey Logistics reserves the right to reject equipment, drivers or subcontractors that do not meet the required standards.

Sub-subcontracting is permitted unless explicitly restricted by customer requirements or operational instructions communicated by Odyssey Logistics prior to or at the time of order assignment.

Abbreviations

SLA	Service Level Agreement
DGSA	Dangerous goods safety advisor
MOC	Management of Change
ECTA	European Chemical Transport Association
CEFIC	European Chemical Industry Council
DG	Dangerous goods
ER	Emergency Response
GDPR	General Data Protection Regulation
OCS	Ocean Clean Sweep

Annex 1 – Health, Safety, Security & Environment (HSSE) Policy

	Health, Safety, Security & Environment (HSSE) Policy		Issue Date: 6/1/2008	Rev. Date: 6/18/2024
			Rev. # 10	Page: 1 of 2
	Document Owner: Hans Stig Moller		Title: Chief Executive Officer	

Health, Safety, Security & Environment (HSSE) Policy

Purpose: The purpose of this policy is to define for its stakeholders the Corporation's commitment to Health, Safety, Security and the Environment (HSSE). Management at all levels of the organization is expected to adopt and promote compliance with the tenets of this policy within their respective areas of responsibility.

Governing Principle: The Corporation will conduct its business responsibly, and in a manner designed to protect the health and safety of its associates and the public, to protect the environment, and to preserve the security of its facilities and operations and those of its customers.

Requirements: Programs and procedures will be implemented and maintained that provide reasonable assurance that the Corporation upholds its' commitment to:

Compliance: Complies with applicable governmental and internal HSSE requirements.

Operations: Maintains facilities, conducts operations, and performs services, in a manner designed to provide sustainable, safe and secure transportation and logistics operations for its customers, utilizing programs and procedures that are designed to protect the environment, the safety, health and security of all stakeholders, and the public.

Priority: We consider incident-free work operations as an integral component for gauging our level of success. We will monitor, review, and continually improve our HSSE performance through tracking leading indicators, regulatory adherence, industry best practices, and initiative-taking corporate governance. HSSE is a core value and is rooted within our daily planning, implementation and operations. People are our greatest asset, and their well-being is not just a moral obligation but a strategic imperative.

Communications & Training: Odyssey effectively communicates to officials, stakeholders and the public on HSSE matters while reducing business risks and hazards. We are committed to equipping our teams with knowledge, skills and resources to perform their duties safely and confidently with comprehensive training.

Public Policy: Participates with government and industry to create responsible laws, regulations and standards to safeguard the community, workplace and environment.

Continuous Improvement: Odyssey Logistics strives for continuous improvement, work processes and HSSE performance by conducting regular examination of its operations to establish goals and ways to measure achievement and by evaluating best industry practices such as principles and practices of Responsible Care®.

Mutual Assistance: Our company leadership has set forth this policy with the expectation that each stakeholder and relevant interested party will assist us in these efforts. We will promote principles and practices by sharing experiences and offering support to partners who produce, transport, and manage all cargo and chemicals.

This Policy is applicable to all Odyssey Logistics and all of its majority owned and controlled affiliated companies.



Hans Stig Moller
Chief Executive Officer
Odyssey Logistics

June 18, 2024
Date