STANDARD OPERATING PROCEDURE
for 3PL transport logistics activities

Description

This procedure defines the operational requirements for the management and execution of subcontracted transport services organized by Odyssey Logistics, covering responsibilities and compliance with applicable safety, quality, environmental, security and customer requirements.

Effective date: July 2026

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Disclaimer

We act exclusively as a forwarding agent ("commissionair-expediteur"). All our transactions are subject to the General Belgian Freight Forwarding Conditions 2024.
These conditions can be accessed via the following linkhttps://www.odysseylogistics.com/wp-content/uploads/General-freightforwarding-conditions.pdf. Unless expressly protested, they are assumed to be tacitly accepted.

1. SCOPE

This SOP governs 3PL subcontracted transport services organized by Odyssey Logistics, covering the organization of transport operations including order management, transport preparation, delivery, documentation, invoicing and performance monitoring. It does not apply to 4PL activities.

Detailed operational, safety, quality, environmental and security requirements applicable to the Carrier and its subcontractors are defined in the **Service Level Agreement – Version 1.0.** All requirements are binding for Carriers and their subcontractors at all levels. The Carrier remains fully responsible for compliance throughout its entire subcontracting chain.

Day-to-day coordination is handled by the 3PL Operations Department / Swift Solutions, which is the sole point of contact for the Carrier.

This SOP shall exclusively govern the contractual relationship between the Carrier and Odyssey Logistics and shall prevail over any general terms and conditions of the Carrier, which are expressly rejected and shall not apply unless expressly accepted in writing by an authorised representative of Odyssey Logistics Swift Solutions. Nothing in this SOP shall affect the application of any mandatory provisions of applicable law, including the CMR Convention where applicable.

2. COMMUNICATION

All operational communication must be directed to the 3PL Operations Department via swiftsolutions@odysseylogistics.com and conducted in English. In case of no reply and urgent response is required, the Carrier must initiate telephone contact using the details in– Odyssey Logistics Contact Sheet v4.

The Carrier is not permitted to contact the shipper or consignee directly, except for arranging loading or unloading slots.

In the event of a severe incident (persons injured, significant environmental damage, road accident, major financial impact), the Carrier must notify 3PL Operations Department immediately. See also SLA, Heading 9.6.

3. INVOICING, ADDITIONAL CHARGES and CREDIT NOTE PROCESS

Invoices must be submitted per single shipment, in PDF format, named as SCAC + invoice number, and sent to swiftsolutionsPayments@odysseylogistics.com. Invoices must be submitted within **14 days after delivery**. Invoices submitted before delivery will not be processed.

Invoice address
Odyssey Logistics Europe BV
Generaal Lemanstraat 55 B 8
B-2018 Antwerpen, Belgium
VAT nr BE 0894.394.933

Each invoice must include:

- Invoice date and payment terms (standard: 60 days)
- Delivery description including actual weight, billed weight and UOM
- Order number as provided in the Transport Order
- Accounts Receivable contact (name, email, phone)
- Remit-to address or email for payments
- IBAN and account name

Additional charges
All charges above the base rate must reflect the applicable charge code (see below table) and be listed separately. Additional charges require written confirmation from 3PL Operations Department before invoicing. A signed CMR must be submitted prior to approval.

Code	Short Description	Definition
ADM	ADMIN CHARGES	Administration charges covers the administration cost per Transport. It is a cost per booking. This charge covers also pre-notification or pre-advice costs. This includes renting a driver (not trailer, not demurrage/detention).
CAH	COMPRESSOR CHARGE	Compressor charge covers the use of compressor / pump for a certain transport.
CAN	ORDER CANCELLED	Order cancelled covers the cost of cancellation of an order.

Code	Short Description	Definition
CUA	**CURRENCY ADJUSTMENT**	Currency Adjustment covers the cost for currency adjustments between 2 currencies.
CLN	**CLEANING CHARGE**	Cleaning Charge covers the cleaning of a Truck and/or Hoses. A cleaning Certificate needs to be shown for these charges (if requested by Odyssey or Client).
CUS	**CUSTOMS FEE**	Customs Fee covers all costs related to Customs. These include docs, scans, multi-stop to pick up custom doc, etc., and excludes waiting time at Customs. These will be charged under Waiting Time.
DEL	**DELIVERY DATE**	Delivery date covers the cost to meet special delivery requirements such as delivery on (time slot) or before a certain time. Also valid for delivery during weekends.
DEM	**DEMURRAGE**	Demurrage is affiliated with Containers. It is the cost when the free time is exceeded. Container detention will also be classified as demurrage. This is mostly a cost per day.
DOC	**DOCUMENTATION CHARGE**	Documentation charge covers the cost of documentation which are not directly related to customs (see CUS) or are for every shipment (ADM), such as Phyto's, Certificates of Origin, etc. Doc charge can be used for custom documents if Carrier uses two different custom rates.
DTL	**DETENTION LOADING**	Detention loading covers the cost of waiting time at loading place.
DTU	**DETENTION UNLOADING**	Detention unloading covers the cost of waiting time at unloading place.
EXD	**EXTRA DRIVER**	Extra driver covers the cost of an extra driver.
EMS	**EMERGENCY SURCHARGE**	Extra cost above normal rate; example Brexit (lack of equipment supply).
FUE	**FUEL CHARGE**	See fuel mechanism.
HAND	**HANDRAIL**	Handrail charge covers the cost for providing a handrail.
HOS	**HOSE CHARGE**	Hose charge covers the use of extra hoses. It does not include cleaning (see Cleaning Charge).

Code	Short Description	Definition
HZC	**HAZARDOUS MATERIALS**	Hazardous materials covers the cost for moving hazardous materials.
LFC	**LIFT CHARGES (INTERMODAL)**	Lift Charge covers the cost of lifting a container on and/or off a trailer chassis (including pre-carriage on site / shunt to railhead).
LFT	**LIFT GATE**	Lift Gate charge covers the cost of using a tail lift truck.
PSH	**PROTECT WITH HEAT**	Protect with heat is related to road-packed transport. It covers the cost of transportation under a fixed temperature.
RCL	**REDELIVERY**	Redelivery charge covers the cost of redelivery. A redelivery is the delivery of the same order again to the same or another location.
SEC	**SPECIAL EQUIP CHARGE**	A surcharge for the use of non-standard or special equipment (e.g. twin pot, special-size vehicle).
SOC	**STOP-OFF CHARGE**	Stop-off charge covers the cost of multi stops, including at loading place, and the costs for additional kilometers (as agreed in the contract).
SRG	**STORAGE**	Storage is the cost/day to store a container (dry or ISO). For warehousing storage, refer to WHSEST.
STM	**STEAMING CHARGE**	Steaming Charge is related to bulk transport. It covers the cost for heating and other costs related to heating.
THC	**TERMINAL HANDLING CHARGE**	Terminal handling charge covers the cost of bringing the container from boat to terminal, at origin or destination. It is an ocean cost and is different from LFC charge.
TOLL	**TOLL CHARGES**	Toll charges cover costs such as bridges and tunnels. It is a fixed amount (not related to mileage/road tax) or convoy charges.
TRC	**TRAILER RENTAL**	Trailer rental covers the cost of hiring the trailer/chassis only (if the cost of the driver is included, see Detention (Un)loading).
WTG	**WAITING TIME**	Waiting time covers the cost of waiting (idle) time which did not occur at loading or unloading place (e.g. border crossing, customs office).

Credit notes
In case of an invoicing error, the Carrier must issue a credit note matching the full original invoice amount and re-issue a corrected invoice. No partial credit notes are accepted. The credit note and corrected invoice cannot be processed on the same day. The same process applies when a VAT number or legal entity requires correction.
For payment or invoice queries, contact swiftsolutionsPayments@odysseylogistics.com. Audit disputes and account statements are handled within 3 working days.

ATTENTION:
- A signed POD/CMR must be submitted before the invoice. Invoices will not be processed until POD is received.
- POD submission does not replace system-based delivery confirmation. Both conditions must be fulfilled for payment processing.

4. POD/CMR REQUIREMENTS

The Carrier shall meet with the requirements set in Chapter 6. of the SLA document.

Additionally, the Carrier must submit a signed POD/CMR by email to swiftsolutions@odysseylogistics.com within **24 hours after delivery.** Transport without a valid CMR or required transport documentation is not permitted unless explicitly agreed with 3PL Operations Department.

All transport and customs documents must be transferred to all relevant parties in the transport chain in a timely manner. The Carrier provides evidence of such document handover upon request.

Note: Failure to provide correct and timely POD/CMR may result in delays in payment, non-acceptance of the invoice or non-conformance reporting. The invoice will not be processed until the POD is received.

5. TRANSPORT OPERATIONS & EXECUTION

The Carrier and any subcontractors involved in organizing the transport must comply with the requirements set out in the Service Level Agreement – Version 1.0.

5.1. TRANSPORT ORDER & ACCEPTANCE

Transport orders are issued by Odyssey Logistics via email, TMS or customer platform.
The Carrier:
- reviews the Transport Order upon receipt and confirms acceptance before commencing transport

- has 24 hours upon receipt to raise any objections to the Transport Order and its terms and conditions; failure to respond within this timeframe constitutes acceptance of the order and all applicable conditions
- complies with all requirements and applicable local legislation specified in the Transport Order
- uses the Transport Order number in all communication unless otherwise instructed

If the Transport Order contains missing, incomplete or unclear information, the Carrier informs 3PL Operations Department immediately and does not commence transport until the issue is resolved.

Note: For expedite shipments, the Carrier confirms upon acceptance of the Transport Order that it is able to perform the shipment within the agreed expedite timeframe.
Where an expedite transport service has been ordered and accepted, and the Carrier fails to meet the agreed expedite service requirements for reasons attributable to the Carrier, the freight charge shall be reduced to the rate applicable to the corresponding standard transport service. Conversely, where a regular shipment becomes an expedite shipment due to Carrier failure (e.g. not loaded on time), financial compensation will be sought from the Carrier on a case-by-case basis.

Acceptance of a transport order, whether expressly or by commencement of performance, shall constitute full acceptance of this SOP.

5.2. DELIVERY REQUIREMENTS

Communication principle
The Carrier confirms planned loading and unloading dates as per the Transport Order and provides updates at key milestones (see Heading 5.3.1 and 5.3.2) without waiting for follow-up requests. Any schedule change is communicated without delay.
The Carrier informs 3PL Operations Department immediately in case of:

- delays (loading or delivery)
- issues at loading or unloading
- documentation problems
- incidents

Deviation management
The agreed delivery date must be respected at all times. Any delay, deviation or risk to the schedule is reported immediately to 3PL Operations Department, regardless of cause, including:

- reason for the delay or deviation
- expected impact on delivery
- updated ETA

Delays are only acceptable if caused by unforeseen events beyond the Carrier's control (e.g. strikes, extreme weather, technical breakdown). All other factors (e.g. customs issues, loading

delays, goods not ready) must be reported as soon as identified. For operational escalation requirements, refer to Chapter 9.6 of the SLA.
In case of early delivery, the Carrier informs 3PL Operations Department in advance to verify consignee acceptance.

Where the Carrier's failure to perform the agreed transport service results in additional costs for replacement transport or other corrective measures, the Carrier shall reimburse Odyssey Logistics for the reasonable and documented costs directly resulting from such failure, to the extent permitted under the applicable contract and mandatory law, including the CMR Convention.

Waiting time
Any waiting time at loading or unloading must be reported to 3PL Operations Department as soon as the risk is identified and documented with site confirmation where required. Unreported waiting time will not be accepted for compensation.

Documentation of disruptions
If a disruption affects the ability to execute transport as ordered (e.g. delays, vehicle breakdown, customs issues, inaccessibility of loading/unloading site), the Carrier documents the event with appropriate evidence, such as:

- photos (including vehicle and license plate if relevant)
- service or repair documentation
- traffic or delay confirmation
- police reports
- written confirmation from loading/unloading site (noted on CMR and signed)

Note: Any costs resulting from failure to follow correct communication or operational procedures will not be accepted. If a delay or deviation is caused by subcontractor actions (e.g. late arrival), the subcontractor may be held responsible for resulting consequences including rescheduling, waiting time and additional operational costs.

5.3. FOLLOW-UP ON STANDARD AND EXPEDITE SHIPMENTS

Communication requirements are defined based on shipment type:

- Standard shipments (spot and contractual shipments)
- Expedite shipments (time-critical / high-priority)

5.3.1 STANDARD SHIPMENTS – COMMUNICATION REQUIREMENTS

In addition to the requirements defined in section 5.2, the Carrier provides updates at the following milestones without delay and without waiting for follow-up requests from 3PL Operations Department:

1. Arrival at loading site
2. Arrival at unloading site

5.3.2. EXPEDITE SHIPMENTS – ENHANCED COMMUNICATION REQUIREMENTS
In addition to the requirements defined in section 5.2, expedite shipments require a higher level of responsiveness. The Carrier proactively communicates readiness and status changes without waiting for follow-up requests from 3PL Operations Department. If contacted by 3PL Operations Department, the Carrier responds within 30 minutes even if no status change is available.
The Carrier provides updates at the following milestones:

1. Status update prior to loading (confirmation of readiness)
2. Arrival at loading site
3. Confirmation upon loading (departure)
4. For multi-day transit: one update per day (preferably around noon)
5. Status update prior to delivery (ETA confirmation)
6. Arrival at final unloading address
7. Confirmation of completed unloading

5.4. COMPLAINT AND CLAIM HANDLING

Complaint Handling
Any failure by the Carrier to comply with the requirements laid down in the Service Level Agreement – Version 1.0, this SOP and Transport order information, can result in a formal non-conformance notification

In the event of a service failure, the Carrier will be notified by Odyssey Logistics Quality & HSSE team by email. Upon receipt of a complaint notification, the Carrier shall:

- ✓ Investigate the non-conformance
- ✓ Provide a full written response **within the target date sent with each complaint** , including:
    - Root cause analysis (applying the 5WHY's)
    - Immediate action taken
    - Preventive and corrective action plan to avoid reoccurrence

In the event of a **severe incident** (persons injured, significant environmental damage, road accident, major financial impact), the CARRIER must notify Odyssey Logistics **immediately**.

Claim Handling
Where the investigation confirms the Carrier is at fault and a financial loss has been incurred, Odyssey Logistics reserves the right to hold the Carrier liable. A claim request will be submitted towards the Carrier.

The Carrier shall acknowledge the receipt of the Email, confirm acceptance of liability and open a claim file with their insurance Department and/or their Insurance broker. The claim dossier will be closed when settlement has been confirmed by Odyssey Logistics client.

Note: Claims for international shipments are subject to the CMR regulation. Claims for domestic shipments are subject to the country regulation, if applicable, otherwise the CMR regulation will be applied.

6. PERFORMANCE MEASUREMENT & KPI's

The Carrier's performance is measured based on operational data recorded in the TMS and shipment-related confirmations. Carriers performing higher-risk transport operations (e.g. bulk, chemical, ADR) are subject to periodic compliance re-evaluation, triggered by operational events such as incidents, performance deviations or customer requirements.
The Carrier participates in Performance Review Meetings (PRM) conducted at least annually or on a trigger basis, covering punctuality, quality, EHSS and operational issues.

KPI definitions & targets

Definitions		
Pick-up Performance	On Time	Shipments whereby scheduled pick-up date is = to actual pick-up date
	Too Early	Shipments whereby the scheduled pick-up date is > actual pick-up date
	Too Late	Shipments whereby the scheduled pick-up date is < actual pick-up date
Delivery Performance	On Time	1. Shipments whereby scheduled delivery date = actual delivery date. 2. Shipments whereby the scheduled delivery date differs from the actual delivery date, but a valid explanation code has been assigned and approved by 3PL Operations Department (as defined below in this section)
	Too Early	Shipments whereby the scheduled delivery date is > actual delivery date
	Too Late (*)	Shipments whereby the scheduled delivery date is < actual delivery date
Delivery Latency confirmation		Time between actual unloading date and delivery confirmation
Error Free Delivery (EFD)		Shipments executed conform expectations; no customer complaint recorded

KPI	Target
Pick up performance	98 %
Delivery performance	99 %
Delivery latency confirmations	within 24 hours after delivery
NCR Error-Free Shipments	99,0% - Percentage of shipments without non-conformance reports divided by the number of shipments
Safety Error-Free Shipments	99,9% - Percentage of shipments without Safety-related non-conformance reports divided by the number of shipments

Explanation codes (see table below) used for KPI classification are assigned and validated by 3PL Operations Department based on the information provided by the Carrier.
Only explanation codes classified as valid by 3PL Operations Department may be considered for KPI evaluation purposes.

Note: In case of too early or too late delivery, the Carrier informs Odyssey Logistics. This does not convert the status to on time but is considered as communication performance.
For expedite shipments not executed in accordance with agreed requirements, 3PL Operations Department reserves the right to apply a standard rate. For regular shipments upgraded to expedite due to Carrier failure, additional costs may be recovered from the Carrier.

Underperformance actions
Underperformance is identified when KPI results fall below defined targets, repeated deviations occur, or incidents, complaints or non-conformances are recorded. The following actions apply:

- performance review (mandatory for repeated or significant deviations)
- corrective action plan – CAP (mandatory for serious or repeated issues)
- increased operational monitoring
- limitation of assignment (e.g. one-load rule)
- temporary suspension or blocking

All performance reviews, decisions and corrective actions are documented and traceable. CAPs are monitored, followed up and formally closed based on effectiveness evaluation.

Explanation codes

Code	Description	KPI Status
	On Time	
E2	Client – EDI/System issues	On time
E3	Odyssey – Issue caused by Odyssey	On time
E5	Customs – Customs delay	On time
E6	Consignee – Issue caused by consignee	On time
E7	Client – Issue caused by shipper	On time
EN	Consignee – Consignee requested future delivery	On time
EO	Consignee – Consignee requested earlier delivery	On time
EQ	Client – Agreed other delivery date with consignee	On time
ES	Force majeure	On time
NH	National Holiday – Lead time not correct due to driving ban en route, or loading/unloading on a bank holiday	On time
SB	Unable to reach consignee for pre-advising/slot booking (when relevant)	On time

Code	Description	KPI Status
ST	Strikes	On time
	Too Early	
EX	Carrier – Delivery executed earlier upon request and agreed with consignee	Too Early
	Too Late	
EA	Carrier – Late at client's warehouse (loading)	Too Late
EE	Carrier – Truck issue / Driver issue	Too Late
EK	Carrier – Consignee closed (arrival outside opening hours)	Too Late
EP	Carrier – EDI/System issues	Too Late
ER	Carrier – Planning issue / Strike	Too Late
ET	Carrier – Delivery postponed upon request and agreed with consignee	Too Late
EV	Carrier – No capacity	Too Late
EU	Carrier – Intermodal issues	Too Late
CU	Customs Issue – Issues not caused by Odyssey or their client	Too Late
TR	Traffic Jam	Too Late

7. COUNTRY SPECIFIC REQUIREMENTS

7.1. TURKEY – DELIVERY NOTE (SEVK İRSALİYESİ) REQUIREMENT

The Carrier complies with Turkish legal requirements regarding transport documentation.

Regulatory responsibility:
The Customer is responsible for issuing the official delivery note.

The Carrier*:*

- ensures receipt of the official delivery note prior to transport execution
- ensures the delivery note accompanies the shipment during loading, transport and delivery
- ensures the document is available and presented upon request by authorities

Operational rule:
Transport must not be executed if the delivery note is not received. Failure to comply may result in delays, penalties or refusal of delivery.

7.2. HUNGARY – EKAER SYSTEM

The EKÁER system enables Hungarian authorities to monitor transport of goods for VAT compliance purposes.

Regulatory responsibility:
The responsibility for determining EKÁER applicability and registration lies with the Customer (EKÁER obligor).

The Customer:
- determines whether the shipment is subject to EKÁER
- creates the EKÁER declaration at least 24 hours before border crossing
- provides the EKÁER number to the Carrier

The Carrier:
- provides the following transport data to the Customer or designated contact:
  - vehicle license plate number(s)
  - truck/trailer nationality
- reports on all vehicles involved in the transport
- provides the required data as soon as available, but no later than one day before border crossing
- immediately informs the Customer about any changes (e.g. vehicle swap, additional truck) before crossing the border
- ensures receipt of the EKÁER number prior to transport
- provides the EKÁER number to the driver
- ensures availability of the EKÁER number during transport in Hungary

Operational rule:
The Carrier does not start or continue transport if the shipment is declared subject to EKÁER and the EKÁER number has not been provided.

Note: Incorrect, incomplete or late provision of required data may result in transport delays, penalties or administrative restrictions.

7.3. POLAND – SENT SYSTEM

The SENT system enables Polish authorities to monitor transport of selected sensitive goods.

Regulatory responsibility:
The responsibility for determining whether goods are subject to SENT lies with the Customer.

The Customer:
- determines whether the goods are subject to SENT
- provides all required SENT-related information, including applicable commodity codes

- informs whether a SENT declaration is required
- defines the reporting party prior to transport execution

The Carrier*:*
- ensures receipt of the SENT number prior to entering Poland (import, export or transit)
- provides the SENT number to the driver prior to entry into Poland
- ensures the SENT number is available and can be presented during transport within Poland
- If the CARRIER is designated as the reporting party, the CARRIER:
- completes the SENT declaration in the system prior to entering Poland
- ensures all required transport data is accurately registered
- ensures the SENT declaration remains active and valid throughout the transport
- ensures compliance with any monitoring requirements if applicable
- immediately updates the SENT declaration in case of any changes (e.g. vehicle change, route change, delay) before continuing transport

Operational rule:
The Carrier does not enter Poland or continue transport within Poland if the shipment is subject to SENT and the SENT declaration has not been completed, is not active, or the SENT number has not been provided.

7.4. ROMANIA – UIT SYSTEM

The UIT system enables Romanian authorities to monitor transport of goods for tax control purposes.

Regulatory responsibility:
The responsibility for determining UIT applicability and registration lies with the Customer or Consignee (UIT obligor).

The Customer:
- determines whether the shipment is subject to UIT
- completes UIT registration
- provides the UIT number to the Carrier

The Carrier*:*
- provides the following transport data to 3PL Operations Department or directly to the Customer as instructed:
- transport company name
- VAT number
- vehicle license plate number(s)
- border crossing point
- planned date of border crossing
- reports all vehicles involved in the transport

- provides required data as soon as available, but no later than one day before border crossing
- immediately informs the Customer about any changes (e.g. vehicle swap, additional truck) before crossing the border
- ensures receipt of the UIT reference number prior to transport
- ensures compliance of transport execution with the UIT registration

Operational rule:
The Carrier does not start or continue transport if the shipment is subject to UIT and the UIT reference number has not been provided.

Note: Failure to comply with UIT requirements may result in financial penalties, transport restrictions or administrative sanctions imposed by Romanian authorities.

8. ANNEXES

Title
Odyssey Logistics Contact Sheet V4
Service Level Agreement – Version 1.0

9. ABBREVIATIONS

SOP	Standard Operating Procedure
3PL	Third-Party Logistics
TMS	Transport Management System
CMR	Convention on the Contract for the International Carriage of Goods by Road
POD	Proof of Delivery
ADR	European Agreement concerning the International Carriage of Dangerous Goods by Road
ETA	Estimated Time of Arrival
NCR	Non-Conformance Report
KPI	Key Performance Indicator
CAP	Corrective Action Plan
RCCA	Root Cause & Corrective Action
EHSS	Environment, Health, Safety & Security

PRM	Performance Review Meeting
EKÁER	Elektronikus Közúti Áruforgalom Ellenőrző Rendszer (Hungarian road freight monitoring system)
SENT	System Elektronicznego Nadzoru Transportu (Polish transport monitoring system)
UIT	Urmărirea și Identificarea Transporturilor (Romanian transport monitoring system)
SCAC	Standard Carrier Alpha Code
SLA	Service Level Agreement – Version 1.0

10. DOCUMENT VERSION CONTROL

Version	Resp.	Date	Reason
00.01		10.10.2024	Creation
00.02	Agnieszka Andruszkiewicz	19.06.2025	• Changes in the process: • Point 3.2 – a Note has been added • Point 3.4 – the communication rules for non-expedite transports have been modified.
00.03	Agnieszka Andruszkiewicz	01.10.2025	• Introduction of new section 4 SUBCONTRACTOR PERFORMANCE & KPI's; -renumbering subsequent sections accordingly.
00.04	Agnieszka Andruszkiewicz	01.07.2026	• Update of communication, POD/CMR and customs procedures Revision of KPI section and explanation codes • Update of non-conformance and claim handling rules Introduction of country-specific requirements (Turkey, Hungary, Poland, Romania) • Update of annex references