



Logistik in Bewegung.

Service Level Agreement between Logistik Service GmbH and the Logistics service provider

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1. General

The following chapters define the individual guidelines (Service Level Agreement) between Logistik Service GmbH (LogServ) and the logistics service provider. These guidelines must be adhered to by the logistics service provider and its partners in order to ensure a smooth transport process.

The logistics service provider confirms with his signature that the agreements listed below will be passed on to the responsible or executing employees. In addition, the logistics service provider is responsible for ensuring that the agreements or regulations are passed on to the subcontractors when subcontractors are used.

1.1 Scope of the Service Level Agreement

The SLA applies to:

- Logistics services in outgoing transport

for the following voestalpine companies:

- voestalpine Stahl GmbH (incl. rolled products, metallurgical by-products)
- voestalpine Grobblech GmbH
- voestalpine Steel & Service Center GmbH
- voestalpine Foundry Linz GmbH
- voestalpine Camtec GmbH (excl. CEP services)
- voestalpine Automotive Components Linz GmbH.

The sender is the respective shipping company. Logistik Service GmbH thus acts in the name and on behalf of the shippers.

This regulation applies not only to the transport service itself, but also to services related to it (loading, storage, handling, pre-carriage, on-carriage, etc.).

In addition, this regulation applies to incoming transports for return deliveries or for services commissioned in individual cases in accordance with the order (deliveries of goods to the site).

If you are also responsible for storage services or on-carriage, please see https://www.logserv.at/content/download/31693/file/SLA-Logserv_Lager%26NL.pdf.

1.2 Checklist for logistics service providers

1. Contact person: The contact person is responsible for all interactions with Logistik Service GmbH. For smooth communication with the contact person of the logistics service provider, the contact details, as a digital business card, are to be transmitted to LogServ. This includes telephone number and e-mail address.
2. Company register excerpt:

The company register extract must be signed by a person authorized to sign (managing director and/or authorized signatory). This company register excerpt also includes the disclosure of bank details (incl. VAT identification number). An excerpt from the commercial register is only required for logistics service providers with whom no commercial relationship has existed to date.

For logistics service providers who do not have their registered office in Austria, a letter must be sent to LogServ. [Content of this letter is the exact company wording, the address, the VAT number and the bank details. This must be signed by the managing director and/or authorized signatory.](#) However, the logistics service provider can also send a country-specific equivalent of the Austrian company register extract to LogServ. In case of changes in the company name or bank details, a new company register extract must also be sent to LogServ.
3. Digital collaboration:

The logistics service provider is responsible for requesting the required access from LogServ's system partners. You will find detailed information in section 6 "Digital collaboration".

1.3 Personal

In order to be able to meet the requirements of LogServ, the use of professionally competent, experienced personnel with local knowledge is a basic prerequisite and essential goal. The logistics service provider is obliged to provide its personnel with the legally required work clothing. This includes safety/work clothing, helmet, work shoes and the like. The Logistics service provider is obligated to comply with the Employee Protection Act, the Working Hours Act, the Rest Period Act and the Austrian Employment of Foreign Nationals Act for citizens outside the EEA, as well as the transitional provision for EU enlargement pursuant to § 32a AuslBG. The logistics service provider is also obliged to comply with the Minimum Wage Act (MiLoG).

1.4 AEO Certification

LogServ relies on the standards and security provisions of AEO certification in its cooperation with logistics service providers. Therefore, the logistics service provider is obligated to provide LogServ with

- submit the AEO certificate (certificate number or copy of the certificate) if the service provider is AEO certified
- If the logistics service provider is not certified or comes from a country that does not provide for the issuance of an AEO certificate (not an EU country), a security declaration must be submitted to LogServ. The security declaration can be downloaded from the following link https://service.bmf.gv.at/service/anwend/formulare/show_mast.asp?s=Za251.

1.5 Archiving

The LDL is obliged to archive all transport documents, in particular waybills, for 15 years and to make them available upon request within a few hours.

2. Barge

For questions regarding "Freight Planning & Ordering" and "Transportation Execution", please contact: ressourcenbinnenschiff@logserv.at.

2.1 Freight planning & commissioning

The freight planning of LogServ is transmitted to the contracted logistics service provider for 5 weeks in advance. This preview plan contains an approximate quantity to be transported for LogServ in the next 5 weeks. This preview plan is continuously adapted and determined every Wednesday for the following week. LogServ requires a contact person (name, telephone number and e-mail address) from the logistics service provider.

For freight planning, the following information must be transmitted daily (from the time of commissioning) by the logistics service provider to LogServ:

1. Ship name
2. Estimated arrival at port of loading
3. Expected loading quantity in tons
4. Carrier (Operator)

Furthermore, the logistics service provider is obligated to report any deviation regarding arrival date and/or expected loading quantity to LogServ immediately and on a daily basis.

2.2 Transport execution

2.2.1 Information transmission

During transport execution, it is important that the logistics service provider transmits the following information to LogServ on a daily basis:

1. Ship name
2. Loading date
3. Port of discharge
4. Transport goods
5. Loading weight in tons
6. Current position (place & time)
7. Estimated arrival at destination port
8. Deletion note (urgency note)
9. Other information (current status at the port of discharge)
10. Carrier (Operator)

Any delay or deviation in quantity must be reported immediately to LogServ by the logistics service provider. Any lightering must be coordinated with LogServ in advance.

The latest valid port regulations for the voestalpine works port must be observed without exception. The port regulations can be downloaded from the service area on the LogServ homepage. Link: <http://www.logserv.at/content/download/56626/694879/file/Hafenordnung.pdf>

The instructions of the loading personnel must be followed without exception. In addition, the instructions of the document "UW Additional Guidelines Ship" are to be followed. This

document is attached to the SLA under the name "UW Additional Guidelines Ship Annex 1" and is also transmitted.

3. Cross-modal issues in transport implementation

3.1 Load securing

The guidelines of the documents apply to loading and unloading:

- Guidelines for handling and storage of clad plates (English)
- Guidelines for handling and storage of voestalpine heavy plates (English)
 - Instructions for loading and unloading steel coils from voestalpine (English)

These documents are sent as an attachment with the SLA.

3.2 Notification

If a notification has been agreed with the consignee or the place of destination, which has been handed over to the logistics service provider together with the order, this shall be carried out in accordance with the agreement.

3.3 Performance fulfillment

The deadlines communicated by LogServ to the logistics service provider at the time of commissioning must be adhered to. Non-compliance will have commercial consequences. Upon acceptance of the transport order, the logistics service provider is responsible for meeting the customer's deadlines.

3.4 Proof of performance

In general, LogServ is entitled to request random samples for proof of performance (CMR, CIM, PoD, BL, etc.) in addition to invoicing. Due to voestalpine's financial reporting obligations, the LDL must expect a random sample to be drawn for its services on the 4th Austrian working day in April, where proof of performance (transmission of reconfirmed CMR, BL, PoD, etc.) must also be provided immediately on the next working day.

3.5 Incoterms

The current trade terms are based on the Incoterms 2020. The logistics service provider is obliged to comply with the agreed transport terms and the associated services.

4. Freight billing

If you have any questions about "freight billing", please contact frachtenabrechnung@logs-erv.at.

Logistik Service GmbH is not only responsible for the contracting of the following companies, but additionally as the sole payer of

- Logistics services in outgoing transport

responsible for the following voestalpine companies:

- voestalpine Stahl GmbH (incl. rolled products, metallurgical by-products)
- voestalpine Grobblech GmbH
- voestalpine Steel & Service Center GmbH
- voestalpine Foundry Linz GmbH
- voestalpine Camtec GmbH
- voestalpine Automotive Components Linz GmbH.

The sender is the respective shipping company. Logistik Service GmbH thus acts in the name and on behalf of the sender.

This regulation applies not only to the transport service itself, but also to services related to it (loading, transshipment, storage, pre-carriage, on-carriage, etc.).

In addition, this regulation applies to incoming transports, to return deliveries or to services commissioned in individual cases in accordance with the order (deliveries of goods to the site).

All invoices must be sent to invoicingfff@voestalpine.com. The invoice address is Logistik Service GmbH; Attn: Freight Invoicing Department FFF, Lunzerstraße 41, 4031 Linz.

Invoices without reference to a purchase order, account assignment, delivery bill or transport assignment as well as sender information will be returned unbooked. The payment run takes place, depending on the contractually agreed payment date, on the following Tuesday.

Proof of performance must be provided in a suitable form. Independently of this, further proofs which may even have to be provided in the original (e.g. for letter of credit processing) are to be kept by the logistics service provider based on the statutory provisions. If the logistics service provider does not report any arrival or proof of performance at the customer's premises, the credit note procedure or payment processing for non-credit note partners will not be initiated, if applicable.

Changes of the bank data and/or the company name are to be communicated immediately to invoicingfff@voestalpine.com or Logistik Service GmbH; Attn. freight accounting department FFF, Lunzerstraße 41, 4031 Linz.

In case of questions concerning [invoices and credit notes](#) (differences, etc.), logistics service providers can contact frachtenabrechnung@logserv.at.

Complaints that are not sent in the specified form or to the specified e-mail address will not be processed.

5. Transport complaints

If you have any questions about "Transportation Complaint", please contact QS-logserv@logserv.at.

The logistics service provider is obligated to report any damage to goods to LogServ immediately upon discovery. The respective contact person and the quality control department (QS-logserv@logserv.at) must be informed by the logistics service provider.

5.1 Condition check at goods receipt:

- Every transferee of goods must carry out an apparent inspection when taking over the goods.
- The goods are in order if no inadmissible marking is detected. This is to be determined according to the currently valid grading scale. The current grading scale depending on the transported goods is attached.
- If material damage is detected upon receipt of the goods, a corresponding note in a suitable form must be handwritten by the recipient of the goods on the freight document. The description of the damage is to be recorded and at the same time the customer is to be informed about it.

5.2 Documentation of the damage:

Ship: ship bill of lading / discharge protocol

Any damage detected by the consignee shall be noted on the discharge certificate (discharge record) and signed by both the skipper and the consignee.

- Any damage determined by the shipmaster shall be noted on the ship's bill of lading and signed by both the shipmaster and the shipper/consignee.
- In the event of a refusal to sign by one of the parties involved, LogServ must be contacted immediately.

For all documents applies:

- The damage report must be made immediately after the acceptance of the goods.
- The damage must be documented in an appropriately comprehensible manner (by means of photos). If security permits, the photos are to be taken on the means of transport, otherwise at the latest at the incoming inspection point. Deadline for reporting to LogServ or the customer: within 24 hours after receipt of goods with forwarding of the corresponding documentation.

6. Digital collaboration

If you have any questions about "Digital Collaboration", you can contact EDI@logserv.at.

The logistics service provider is obliged to report the status of the transports taken over by LogServ on a daily basis. This status report is independent of the mode of transport and must be carried out for each transport without exception. This means that delay and arrival notifications must be communicated immediately via the communication channels listed below. Call or e-mail are not sufficient. In the case of delay notifications, the logistics service provider undertakes to notify LogServ of a new arrival date.

Regardless of the mode of transport and the stage in the transport chain, the logistics service provider can use the following options to communicate with LogServ:

1. EDI (OFTP2, IFTSTA)
2. www.transporeon.com

6.1 EDI

(independent of mode of transport)

The logistics service provider has the possibility to communicate via EDI and the message IFTSTA with the Seeburger platform (via OFTP2) of LogServ. The keys (transport number, consignment note number, wagon number or coil number) are to be used.

If the logistics service provider requires corresponding documents in advance for this purpose, LogServ can transmit the order by message IFTMIN or the delivery bill by DESADV via the same route. For EDI requests the e-mail address: EDI@logserv.at shall be used.

6.2 Transporeon

Logistics service providers have the possibility to report delays and the arrival in "Transporeon". Costs for this are part of the contract with Transporeon & the logistics service provider and are not covered by LogServ.

For more information, logistics service providers can visit: <https://support.transporeon.com/customer-care>

7. Appendix

- [SLA_BiSchiff_Appendix 1 UW_Additional Guidelines](#)
- [SLA_BiSchiff_Appendix 2 Port regulations](#)
- [SLA_BiShip_Appendix 3 GS Complaint](#)
- [SLA_BiVessel_Appendix 4 Track Trace_Template](#)
- [SLA_Sorting scale.pdf](#)

- [SLA-Logserv_warehouse NL.pdf](#)

- [Guidelines for handling and storage of clad plates \(English\)](#)
- [Guidelines for handling and storage of voestalpine heavy plates \(English\)](#)
- [Instructions for loading and unloading steel coils from voestalpine \(English\)](#)