



Logistik in Bewegung.

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

Logistics Service GmbH
Lunzerstrasse 41
4031 Linz

Phone +43 (70) 6598 - 2000
Fax +43 (70) 6980 - 2000

eMail: office@logserv.at
Homepage: www.logserv.at

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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 sub-service providers when sub-service providers are used.

1.1 Scope of the Service Level Agreement

The SLA applies to:

- Logistics services in outbound transport

for the following voestalpine companies:

- voestalpine Stahl GmbH (incl. rolled products and metallurgical by-products)
- voestalpine Grobblech GmbH
- voestalpine Steel & Service Center GmbH
- voestalpine Gießerei Linz GmbH (Foundry)
- 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).

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 be able to provide them on request within a few hours.

2. Warehousing & follow-up

2.1 Warehousing

If you have any questions about "warehousing", you can contact gs-logserv@logserv.at.

2.1.1 Goods receipt

Upon receipt of goods, the logistics service provider is obliged to perform a condition check. The description of the condition check is described under [SLA_Sorting_Standard_ "Bundle/Package Condition"](#) point 3.

The condition inspection includes both the apparent inspection of the goods and the condition of the packaging and loading aids. Should a defect occur, the logistics service provider is obligated to report this to LogServ as described in item 4 of [SLA_Sorting standard_ "Bundle/package condition"](#). This also includes checking the goods for compliance with the shipping documents.

The logistics service provider is obliged to carry out the physical storage of voestalpine goods immediately after the arrival of the respective means of transport. Rapid unloading from the means of transport is essential to prevent damage.

When goods are received or unloaded/transferred, the following differences in the various modes of transport must be taken into account:

Inland & Ocean: For unloading, the guidelines of the documents apply:

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

Rail: The guidelines of the document apply to unloading:

- [SLA Appendix LogServ loading and unloading of wagons](#)

This document is sent as an attachment with the SLA. Unloading may only take place in the protected area of the hall.

Truck: Unloading of the truck may only take place in a protected hall area.

If the logistics service provider is a transshipment warehouse partner, he is obliged to notify LogServ of the arrival of the goods via the selected communication channel. Information on this can be found in the section 6 "Digital cooperation".

2.1.2 Warehousing

In warehousing, the logistics service provider must ensure that the material is stored with the appropriate aids.

The logistics service provider is also obliged to adapt its warehouse to the requirements of voestalpine's products. In addition, the logistics service provider is obligated to ensure absolute cleanliness in the warehouse area.

Administrative obligations of the logistics service provider:

1. Posting of all material movements in a stock accounting system
2. Weekly creation of an inventory movement list
3. Message of the inputs and outputs
4. Perpetual inventory
5. Stock accounting structure of the stocks according to their age

The documents and records of warehouse accounting kept by the logistics service provider always remain the property of LogServ. These documents are merely kept by the logistics service provider.

2.1.3 Last Mile Transport

The logistics service provider is responsible for preparing and attaching the necessary accompanying documents for each shipment. A copy of the delivery bills will be sent to LogServ after dispatch.

The logistics service provider is responsible for meeting and monitoring customer deadlines. If the logistics service provider is a transshipment partner, it is obliged to transport the goods to the consignee without delay, unless otherwise agreed.

If the logistics service provider is a consignment warehouse keeper, the goods are called off by the consignee.

Loading process Overrun

The following mode-specific differences apply to the loading process in the wake:

TRUCK:

1. The loading area of the means of transport must arrive at the loading point in a clean and ready-for-transport condition.
2. In order to protect the goods from precipitation, dirt, etc., the truck driver is not allowed to open the top outside the hall area during the entire transport process (except for heavy plates, [in case of sandblasted and clad plates do not open the top either](#)).
3. The canopy must be cleared of water, snow and ice before entering the hall area. In addition, care must be taken to ensure that the canopy is leak-proof.
4. Minimum number of load securing devices: 20 straps, 40 anti-slip mats & 40 edge protectors.
5. Loosening of the load securing is only allowed at the unloading point. It is prohibited to put the vehicle into operation without securing the load. (For more detailed information on the subject of load securing, see item 3.1.)

Railroad:

The guidelines of the document apply to loading:

- [SLA_Appendix LogServ_loading_and_unloading_of_wagons](#)

3. Cross-modal issues in transport implementation

3.1 Load securing

The logistics service provider must ensure that the transport containers meet the requirements of the load, are in perfect condition and have a cleaned and absolutely dry loading area. When leaving or changing the loading point (2 or more loading points) or the loading hall, the entire loading area must be in closed condition.

The aids required for securing the load, such as wedges, belts, mats, angles, etc., are to be provided exclusively by the logistics service provider. The logistics service provider shall be solely responsible for securing the load and shall do so in accordance with the national regulations on load securing applicable in the respective country, equivalent to VDI 2700 to 2702 (for truck transports), or ÖNORM V5750, 5751 and 5752.

Railroad:

The respective loading tariff of the responsible railroad company must be observed.

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 delivery

In general, LogServ is entitled to request random samples for proof of delivery (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 outbound 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 Gießerei Linz GmbH (Foundry)
- [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).

In principle, all logistics services are remunerated using the credit note procedure. In the exceptional case of invoicing, the invoice must be sent to invoicingfff@voestalpine.com. The invoice address is Logistik Service GmbH; Attn: Freight Invoicing Department FFF, Lunzerstraße 41, 4031 Linz.

[The invoice must be separated per consignor and consignee.](#)

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 announced immediately for the credit note procedure to invoicingfff@voestalpine.com or Logistik Service GmbH; Attn. freight accounting department FFF, Lunzerstraße 41, 4031 Linz.

As a credit partner, the logistics service provider receives a credit note and a credit advice. Invoicing on the part of the logistics service provider is not required.

The logistics service provider receives the credit note of the respective performance month in retrospect by the 2nd working day in electronic form. This includes the credit note in PDF and CSV format. The payment run takes place, depending on the contractually agreed payment date, on the following Tuesday.

In case of questions around the topic of credit note (differences, etc.) the logistics service providers can contact frachtenabrechnung@logserv.at. In order to ensure proper processing of the complaint, the logistics service provider undertakes to transmit credit note complaints electronically to frachtenabrechnung@logserv.at only in the form "GS_Reklamationen". This form is attached, under the name "GS_Reclamations", and will be sent with the SLA.

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 regarding transportation claims, please contact: QS-logserv@logserv.at.

The logistics service provider undertakes to report any damage to the goods to LogServ immediately after it has been detected. 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 according to 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.

Truck: CMR waybill

- Is issued by the company Industrie Logistik Linz (ILL) and already signed by the truck driver in Linz, in the course of handing over the goods to the forwarder. A damage note must be signed by the consignee in any case.
- Any **damage** detected by the logistics service provider (truck driver) is noted on the CMR waybill and signed by both the truck driver and the shipper/consignee.

Rail: CIM consignment note

- The consignee reports the damage to the competent rail transport undertaking, which draws up the statement of facts ([reference CIM Law Article 52 §1](#)).

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

For questions about digital collaboration, 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.

The logistics service provider has the possibility to communicate delivered material units of LogServ by e-mail. See also appendix Track&Trace template. The key to be used is the material unit number (sheet or coil number).

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

7. Appendix

- [SLA_Appendix Credit Note Complaint](#)
- [SLA_Appendix LogServ_loading_and_unloading_of_wagons](#)
- [SLA_warehouse&NL_attachment_track&trace_template](#)
- [SLA_Sorting scale.pdf](#)

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