Service Level Agreement

Hoogwegt &
Logistic service provider (transporter)

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Table of contents

1. General provisions 3
1.1 Purpose of the Agreement 3
1.2 Scope of application 3

2. Road transport conditions 3
2.1 Certification 3
2.1.1 Food 3
2.1.2 Feed 3
2.1.3 Food/Feed Fraud and Defense 4
2.1.4 Deviations 4

3. Transport 4
3.1 Tank trucks food (liquid) 4
3.2 Tank/Silo trucks feed 4
3.3 Silo truck Food (powder) 4
3.4 Truck transport of packaged food or feedstuffs 4
3.5 Container transport of packaged food or feedstuffs 5
3.6 Cleaning of tank truck feed/food 5
3.7 Seals 5
3.8 Security and theft prevention 6
3.9 Use of external companies 6
3.10 Reference numbers 6
3.11 Documentation 6

1. General provisions

The main objective of this Service Level Agreement is to set out the transport procedures that Hoogwegt requires its transportation providers to follow when handling Hoogwegt materials. These procedures are intended to protect the product and its quality and food safety throughout transport.
These guidelines apply to both brokers and direct carriers. Brokers must communicate these guidelines to their direct carriers on behalf of Hoogwegt and ensure that the requirements are followed throughout the transport chain.

Hoogwegt places transport orders on a case-by-case basis, depending on actual demand, product, origin and destination. This SLA does not constitute, and should not be read as, a commitment by Hoogwegt to offer any minimum volume, frequency or value of transport to the TRANSPORTER.

This SLA is on a non-exclusive basis. Both Hoogwegt and TRANSPORTER remain free to commit to similar arrangements with other parties. Hoogwegt may at any time work with multiple carriers on the same lane, product or modality.

1.1 Purpose of the Agreement

The purpose of this working document is to record how Hoogwegt and TRANSPORTER will cooperate. These agreements provide the basis for detailed procedures, clear communication, and aligned working methods. By documenting the cooperation process, both parties can improve efficiency and effectiveness throughout the chain.

1.2 Scope of application

This document describes the agreements between Hoogwegt and TRANSPORTER regarding cooperation in the delivery of products and services.
Every step in the chain must do everything it can to achieve this. The procedure described below is specifically for TRANSPORTER.
The scope of this document is relevant for the following Hoogwegt Entities:

- Hoogwegt International
- Hoogwegt Liquids
- Havero Hoogwegt

2. Road transport conditions

2.1 Certification

2.1.1 Food

The transport company must operate in accordance with current EU food safety regulations, including HACCP. If the company is certified, it must share its current certificates with Hoogwegt.

2.1.2 Feed

TRANSPORTER should preferably be certified under GMP+, Qualimat, or QS, or approved under GMP+ BA 10 Purchase.
In the event the certification is renewed, but in any case, once a year, the service provider will send a copy of the valid certificates to the quality department of Hoogwegt.

2.1.3 Food/Feed Fraud and Defense

Carriers must inform Hoogwegt immediately if they encounter any of the following:

- Suspected fraudulent activity
- A trailer or container that is not properly locked
- A missing or damaged seal
- Theft or attempted theft of a trailer, container or load (see 3.8)

In addition, carriers must use only vehicles and equipment designated for transporting food or feed materials.

2.1.4 Deviations

Carriers must report any trailer damage or other issue that could compromise food safety immediately to Hoogwegt. This includes, but is not limited to:

- Infestation
- Chemical contamination
- Water damage

3. Transport

3.1 Tank trucks food (liquid)

Only food grade tank trucks are made available, unless otherwise agreed. The tank trailers must be marked with „Foodstuffs only"/ „Nur für Lebensmittel". The inside of the tanker is clean and undamaged. The tank trailer is always in a visually clean and perfect condition from the outside.

3.2 Tank/Silo trucks feed

All tank trucks must be covered by the scope of the company's GMP+, Qualimat or QS Transport certification. The inside of the tanker is clean and undamaged. The tank trailer is always in a visually clean and perfect condition from the outside.

3.3 Silo truck Food (powder)

Only food grade tank trucks are made available, unless otherwise agreed. The tank trailers must be marked with „Foodstuffs only" / „Nur für Lebensmittel". The inside of the tanker is clean and undamaged. The tank trailer is always in a visually clean and perfect condition from the outside.

3.4 Truck transport of packaged food or feedstuffs

Carriers must maintain vehicles and equipment in a sanitary condition suitable for the transportation of food or feed materials.

The inside of the truck trailer is clean (broom clean), dry and undamaged. The truck trailer is always in a visually clean and perfect condition from the inside, taking into consideration their cargo worthiness, security, safe handling, and non-contamination or infestation of cargo.

Carriers must take measures to ensure that previous loads or materials do not make Hoogwegt materials unsafe. Before loading, trailers must be checked to confirm that they are clean and that no previous materials or traces of previous materials are present.

3.5 Container transport of packaged food or feedstuffs

Containers may only be loaded when they meet the following requirements:

- **Clean**

The container must be sweep clean. Sweep clean means that the container may not contain any loose particles (whether or not from previous loads). Therefore, the container should be thoroughly visually inspected with sufficient light and, if necessary, manually swept.

- **Dry**

The container must be delivered seaworthy. Therefore, the rubbers must be in excellent condition and there must be no defects such as holes in the container.
The moisture content of the wooden floor should not exceed 20% (average of two measurements). At ≥ 20% the floor must be covered with cardboard. If the value is ≥ 45%, the container is rejected.
Under no circumstances is it allowed to wet clean containers and then release them for HOOGWEGT. If the container floor needs to be treated/cleaned, then only (in EU) legally approved products may be used. Under no circumstances should chlorophenols be used.

- **Odourless**

Our product absorbs odours to a great extent; abnormal odours must be avoided. The closed container should be checked for abnormal odours immediately after opening. Examples of unacceptable odours are tobacco, fish and "chemical" smells.

- **CSC**

Containers must be provided with a valid CSC plate.

- **Conditions of containers**

All containers used must be suitable for the transport of foodstuffs.
The following specific checks must be made, namely;

- Check for holes: No light should be visible in a closed container.
- Ventilation holes must be closed with air-permeable tape.
- Loose rust and/or paint is not allowed.
- When loading, an extra check for vermin must be carried out.

3.6 Cleaning of tank truck feed/food

The tank trailer including accessories are properly cleaned before each loading. According to the legal regulations on food hygiene, especially the European Food Hygiene Regulation (Regulation (EC) Nr. 852/2004), tank trucks are cleaned in such a way that there is no negative impact on the freight. The tanker arrives at the loading point cleaned and sealed. When loading a cleaning certificate must be presented. The cleaning certificate must contain the cleaning method, the cleaning agent and the last 3 products loaded (no forbidden loads present). A copy of the cleaning certificate must be handed in at the loading and unloading points. One copy must be available at the transporter.

3.7 Seals

The respective vehicle must have the possibility to be secured with numbered seals (or lock) in such a way that manipulation of the product to be delivered can be excluded.

TRANSPORTER is expected to always maintain the security of our materials. For this reason, seals and locks are required to be placed on all trailers/containers doors unless otherwise agreed. Doors are only to be opened at designated consignees on the transportation notice. In the event doors are opened at a location other than designated, transportation providers should communicate this first to a Hoogwegt representative.

3.8 Security and theft prevention

Theft of trailers, containers and loads is a recurring risk in road transport. Carriers must take all reasonable measures to prevent theft and to protect the integrity of Hoogwegt materials throughout transport.

Prevention

- Loaded trailers and containers must not be left unattended at unsecured locations.
- Where parking is necessary, carriers must use secured parking areas wherever possible.
- Trailers and containers must be locked and sealed at all times, in accordance with 3.7.
- Information about the load, route and delivery address must not be shared with third parties.

Reporting

- Theft or attempted theft of a trailer, container or load must be reported to Hoogwegt as soon as theft is suspected. Carriers must not wait for confirmation before reporting.
- Theft or attempted theft of a trailer, container or load must be reported to the police immediately once theft is confirmed.
- A copy of the police report must be sent to Hoogwegt as soon as it is available.

Recovered goods

Because the integrity and food safety of a load can no longer be guaranteed after theft, recovered goods must not be delivered, sold or otherwise used without written approval from Hoogwegt. Recovered goods remain blocked until Hoogwegt has assessed their food safety and quality.

3.9 Use of external companies

If external companies or subcontracted carriers are used, TRANSPORTER must forward Hoogwegt's transport conditions to them and ensure that they comply with all requirements in this agreement that apply to TRANSPORTER, including those on food safety, seals (3.7), security and theft prevention (3.8) and documentation (3.11).
The use of freight exchange (load boards) is strongly discouraged by Hoogwegt and at the risk of the TRANSPORTER.

3.10 Reference numbers

The Hoogwegt loading reference number and the customer purchase order number, specified in the transport order, must be documented on the delivery documents.

3.11 Documentation

The signed CMR must accompany the invoice and should be send by e-mail.
The invoice must mention the transport order number.