



Master Agreement
 SIRVA Worldwide, Inc.
 Master Agreement Number CNR01504
 May 1, 2020
 Commercial and Residential Relocation Management Services
 Storage and Logistic Services

Attachment D

Domestic Household Goods, Office Furniture, Fixtures and Equipment Pricing:

I. Scope of Service -- This Agreement shall govern the interstate transportation of household goods, as defined by 49 U.S.C. § 13102 (10) and office furniture, fixtures, equipment and other property found in stores and offices between points in the United States (except Alaska and Hawaii), and between points in the United States (except Alaska and Hawaii) and Canada.

II. Invoice Discount – All Supplier’s charges shall be based on a minimum shipment weight of 3,400 pounds. Supplier’s charges for household goods shipments shall be reduced by a discount range of between **fifty-five (55)** percent and **sixty-eight (68)** percent below the charges in Tariff 400-N and 104-G (subject to annual price adjustments per item 40 of 400-N) in effect on the date a shipment loads. Exact discount will be based on factors to be determined by the Supplier’s booking agent prior to loading.

Supplier’s charges for storage-in-transit, warehouse handling and SIT transportation (Item 210) as described in Item 185 of Tariff 400-N and 104-G (subject to annual price adjustments per item 40 of 400-N) shall be reduced by **fifty-five (55)** percent.

The foregoing discounts shall not apply to charges for services performed by third parties and valuation charges.

Peak Rates – Peak Transportation Rates shall apply during the term of this Agreement for moves loading on or after May 15th through September 15th of each year.

Fuel Surcharge & Insurance-Related Surcharge – Supplier’s charges for any fuel-related and/or insurance-related surcharges currently published in Supplier’s tariffs that are in effect or published subsequent to the effective date of this Agreement shall apply unless this Agreement is otherwise amended.

III. Supplier Liability -- Supplier's liability for loss, damage or destruction to all shipments of household goods while in its custody shall be as established by Supplier’s Maximum Value Protection No Deductible Option (Tariff 104-G, Item 53). Supplier’s maximum liability shall be \$7.00 times the weight of the shipment in pounds up to a maximum of \$125,000.00 unless a greater valuation is specifically declared by E&I member on the bill of lading.

There shall be no charge for the first \$7.00 per pound of valuation under No Deductible Option up to a maximum valuation of \$125,000.00. For protection in excess of \$7.00 per pound or \$125,000.00, the charge shall be \$0.50 per \$100 for the amount of declared valuation.

Supplier's charges for storage-in-transit liability and for commodities other than household goods shipments shall be as provided for in its motor carrier tariffs.

Supplier shall be liable for pairs and sets in the event that partial damage or loss occurs to the pair or set with the exception of silver/gold (flatware), crystal (glassware), and china (i.e. service settings), which shall be covered for actual loss or damage to the individual piece or place setting.

IV. Storage Period -- Supplier agrees to extend the maximum period for storage-in-transit from 90 to 180 days.

V. On-Time Pledge – When Supplier fails to pick up shipment at origin and/or fails to deliver shipment at destination within the period of time indicated on the bill of lading and order for service or on an addendum thereto, Supplier agrees to reimburse the E&I member as follows:

For shipments between 2,000 pounds and 3,499 pounds, Supplier agrees to reimburse \$100 per day for each day that shipment is delayed beyond the agreed upon pickup or delivery dates, up to 100% of the linehaul charge, subject to the notes outlined in Item 802 of tariff HGB 104-G (or reissues thereof).



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For those shipments 3,500 pounds and over, Supplier agrees to reimburse \$150 per day for each day that shipment is delayed beyond the agreed upon pickup or delivery dates, up to 100% of the linehaul charge subject to the notes outlined in Item 802 of tariff HGB 104-G (or reissues thereof).

VI. Intrastate Shipments -- Supplier shall apply the terms of this agreement to intrastate shipments within the states of Arizona, Delaware, Idaho, Maine, Maryland, South Dakota, Tennessee, Texas, Utah, Vermont, West Virginia and Wisconsin (subject to all applicable state and local regulations which may take precedence over this Agreement). Supplier further agrees to use its and its agent's best efforts to have the rates and terms stated herein, applicable to all other regulated states where Supplier or its agents have whatever authority, permit, or license is required, however, nothing in this Agreement shall require Supplier to do anything in conflict with any applicable state statute or regulation. In any regulated state (excluding California and Texas) which allows use of governing tariff of this agreement and discounts, the terms of this agreement will apply, except in those states where the discount rate in this agreement is in excess of the maximum allowable discount within the state, then, the maximum discount allowable in that state is to be applied.

VII. Corporate Express Move Program -- Supplier will provide E&I member the Corporate Express Move Program for interstate transportation of household goods, as defined by 49 U.S.C. § 13102 (10), between points in the United States (except Alaska and Hawaii) for shipments weighing between 1,000 pounds or more and less than 3,399 pounds.

To qualify for Express service, the Supplier must be able to fit the articles within the Express containers. If an article cannot be placed within our containers due to dimensions, density, or other factors then that shipment will be moved via our conventional capacity service delivery model and its associated charges.

Supplier's charges for the Corporate Express Move Program shall be based on Item 1950 of the 104G tariff.

VIII. Automobile Rates – When a shipment consists of one or more automobiles or one or more automobiles is included in a shipment of household goods, Supplier's charges and liability coverage for the automobile shall be priced as listed below:

Miles	Open Car Carrier Cost per Vehicle
1-500	\$900
501-750	\$1,000
751-1,000	\$1,100
1,001-1,250	\$1,200
1,251-2,000	\$1,375
2,001-2,250	\$1,450
2,251-2,500	\$1,500
2,501-2,750	\$1,575
2,751-3,000	\$1,675
3,001-3,250	\$1,775
Over 3,251	Extra \$0.55/mile



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Rates are subject to Fuel Surcharge provisions of Item 16 and the Insurance Related Surcharge provisions of Item 60, both of 400N or reissues thereof. The charges in this item are flat rates and are not subject to any general percentage decreases. These rates will be subject to a periodic General Price Adjustment based on Item 40 of 400N, each January 1st. This item will apply between all points in the United States (except Alaska and Hawaii).

Supplier's liability for each vehicle transported is the actual cash value, subject to a maximum liability of \$50,000 per vehicle transported.

Vehicles transported under this item are limited to exterior dimensions of 235 inches in length; 60 inches in height; 84 inches in width. If any of these dimensions are exceeded, an additional charge of \$250, per vehicle shall apply.

Waiting time charge shall be \$37 per hour, per driver and truck after two hours, subject to a maximum charge of \$331 per 24-hour period.

For vehicles crossing the Canadian border pricing will be on a quote basis. An estimate will be given to the E&I member prior to move and in sufficient time for management review and approval.

IX. California Intrastate Shipments

- a. **Scope** -- Supplier hereby agrees to provide the intrastate California transportation services for E&I member pursuant to California intrastate HHG Permit No. CA-MTR0069388 for North American Van Lines, Inc. and HHG Permit No. T-32773 for Allied Van Lines, Inc.
- b. **Rates, Terms and Conditions** -- Except as specified in Attachment D hereto, Supplier shall provide service pursuant to the rates, charges, rules and regulations specified in Maximum Rate Tariff 4, as issued by the Public Utilities Commission (PUC) of the State of California.

Execution of this Agreement does not exempt Supplier from compliance with any provision of law, or Public Utilities Commission rules or regulations, even though not expressly set forth in the Agreement unless an exemption or waiver is granted by the Public Utilities Commission.

- c. **Agreement for Service** -- In lieu of the provisions of Item 128, Maximum Rate Tariff 4, this Master Agreement shall cover all moves. Specifically, E&I member waives employee signature requirements for Maximum Rates, and the Agreement for Services Advance Notice Waiver. No three (3) day advance notice is required.
- d. **Rates and Charges** -- All charges except third party and valuation charges shall be reduced by **thirty-three (33)** percent below the rates in Maximum Rate Tariff 4 (or reissues thereof). The charges shall be calculated using the rates quoted herein multiplied by the actual units of measurement. A fuel charge will apply similar to the Fuel Surcharge currently published in Supplier's Tariff 400N Item 16, utilizing the average Diesel fuel price in California as reported by the U.S. Department of Energy.

- e. **Supplier Liability** -- Full value protection shall be provided by Supplier on all shipments. Supplier shall guarantee either replacement, reimbursement for full replacement cost or satisfactory repairs of article(s) lost or damaged while in Supplier's custody, at a value of \$7.00 per pound at no charge up to \$125,000.00.

The full value protection provided by the Supplier in excess of \$7.00 per pound or \$125,000.00 shall be \$0.50 for each \$100 (or fraction thereof) of declared value. Storage-in-transit protection provided by the Supplier in excess of \$7.00 per pound or \$125,000.00 shall be \$0.10 for each \$100 (or fraction thereof) of declared value.

Except as stated above, all other provisions of Item 136, Maximum Rate Tariff shall apply.

- f. **Payment of Charges** -- Supplier shall invoice and E&I member shall pay said invoices pursuant to the extension of credit rules in Item 104 of Maximum Rate Tariff 4, except that the free credit period is extended to 30 calendar days. Any invoices not paid within the extended free credit period shall be subject to a late payment charge of one and one-half (1 ½) percent per month or portion thereof.



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- g. **Relationships with the Public** – E&I member acknowledges having received the booklet, *Important Information for Persons Moving Household Goods (Within California)*, which the California Public Utilities Commission requires the Supplier to give to each E&I member even though E&I member may move only office and store fixtures and equipment. Furthermore, E&I member acknowledges having been given the important notices and other consumer protection and/or waivers which the California PUC also requires the Supplier to give to E&I member. This Agreement serves notice that all consumer protection signatures and initials normally appearing on the Agreement for Services document are waived for all orders tendered to the Supplier. Specifically, E&I member waives employee signature requirements for Maximum Rates, and the Agreement for Services Advance Notice Waiver. No three- (3) day advance notice is required.
- X. **Smartbox Program** – E&I member will have access to Supplier’s affiliated company; Smartbox Solution Inc., (“SMARTBOX”) providing Portable Storage and Moving program. SMARTBOX charges and liability coverage for portable storage services shall be priced on a quote basis. Estimate will be given to the E&I member prior to each move, and in sufficient time for management review and approval. Supplier’s booking agent will be responsible for payment of any applicable fees due E&I member as agreed to between the E&I member and the Supplier’s booking agent.
- XI. **Application to COD Employees** -- The Agreement shall be applied to persons who are eligible employees are paying cash-on-delivery (COD) if the transportation is arranged with Supplier by E&I member. If the employee is to be responsible for payment, carrier shall collect its charges on a prepaid or COD basis.

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Attachment E

International Household Goods, Office Furniture, Fixtures and Equipment Pricing:

- I. **Scope of Service** -- Supplier will be the provider of international transportation services or relocations of E&I members, including the arranging of international transportation services for those shipments.
- II. **International Moving Services** – During the term of this Agreement, Supplier agrees to provide the Services, including but not limited to the Services, as described below.
 - Ocean Move: A move that takes place between origin and destination locations that includes a portion of the transportation being undertaken by a NVOCC (Non-Vessel Operating Common Carrier), or steamship line on an ocean-going vessel.
 - Air Move: A move where an airline “master air waybill” or “house air waybill” is created to move the goods via an airline distribution network.
 - Road Move: A move between two or more locations that utilizes road transportation or rail transportation only and does not travel under the care and legal responsibility of a commercial or freight airline.
 - Permanent Storage: Storage at origin that is not part of an Air Move, Ocean Move or Road Move.

The Services to be provided by Supplier and E&I member shall include:

1. Counseling of E&I members with regard to the shipments of household goods, including applicable customs requirements.
2. Providing general country information for the destination location.
3. Selecting the most qualified origin and destination agents and arranging for them to provide the origin and destination services.
4. Analyzing the move for the best routing and most cost-effective shipping method.
5. Handling all shipment transportation details and advancing payment for all services contracted.
6. Counseling required inventory valuation and collecting the valued inventory declaration from the Transferees prior to shipment.
7. Supplying quality material and labor to pack and wrap all items
8. Preparing a packing list with numbered inventory and descriptions.
9. Loading of shipment into lift-vans or containers for surface shipments, and containers for airfreight.
10. Arranging trucking as required at origin or destination (assuming no additional collection or delivery stops).
11. Arranging air transportation and/or ocean transportation to the appropriate port.
12. Coordinating normal customs clearance (as required) at origin and destination.
13. Picking up shipment at destination port and normal access delivery to residence.
14. Unpacking and set up (as authorized) and removal of packing debris at time of delivery.
15. Assistance with insurance claim process (as necessary).
16. Payment of freight and service costs and preparation of a consolidated invoice for Services.
17. Pre-Move in-home survey.



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- 18. Arranging for third party services (i.e. appliances, piano handling, etc.)
- 19. Arranging for storage, as necessary.

III. Price and Payments -- Supplier shall provide to E&I member an individualized cost of service price quotation which shall include an estimated cost of property protection for loss, damage, and/or destruction of the shipment, prior to each move, and in sufficient time for management review and approval.

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Attachment F

Commercial Moving Services: Facility Logistics and Management Services

Whereas E&I wishes to purchase certain workplace mobility services described herein.

Whereas, SIRVA is duly authorized and qualified to provide services for commercial and office movement of office furniture/fixture, installation/reconfiguration, computer disconnect/reconnect, asset management, storage/warehousing, project management, packing & custom crating, lab services, furniture repairs, furniture disposition/liquidation, emergency response and data center deployment.

Statement of Work (SOW)

Project Management

- Full Project Management to include attending all project meetings with construction / architectural team, peripheral vendors and client PM team.
 - Orchestrate all commercial moving services listed below as the project progresses and develop, monitor and implement a full moving timeline.
 - Train and prepare office staff for all aspects of the moving process.
 - Pricing and billing oversight
 - On-site supervision and service crew coordination.

Moving – Commercial / Office / Retail / Hospitality

- Movement of office furniture, systems furniture movement/installation, computer disconnect/reconnect, asset management, warehousing, project management, packing & custom crating, lab services, furniture repairs, furniture disposition, emergency response teams, and data center deployment. Services are available on a national or international level.
 - Moving & Storage
 - All packing, transportation, material and planning for the movement of traditional office furniture within any office location.
 - Asset management, storage and delivery services for all case goods on a local, national or global level.
 - Computer, Server, PC, Electronics & Specialty Equipment Moves
 - Special preparation, packing, loading, transportation and placement of high value electronic equipment of all sizes and manufacturers.
 - PC Disconnect and Reconnect Services
 - Unplugging, packaging, inventory and replacement of computers as part of traditional office move. This service augments existing IT department resources by assisting in the basic removal and packaging of wires. At destination, systems are rewired and powered on.
 - Modular/System Furniture (new or used) Installation / Reconfiguration
 - Teardown, movement, and reassembly of modular furniture.
 - All brands serviced and shipping between locations available.
 - Anchoring, Ganging & Leveling
 - For areas that require it, furniture such as file cabinets, shelves, bookcases, etc. can be seismically braced to the floors or walls and ganged together.



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- Furniture Polish & Cleaning Services
 - Comprehensive clean sweep services at the end of a move to remove dirt and leave furniture looking like new prior to employee return. All debris is removed from the old location and suites vacuumed.
- Disposal, Donation, and/or Liquidation of Furniture
 - Surplus furniture can be removed as needed and donated, recycled or disposed of on a case-by-case basis. For liquidation services, support for sale of product is available.
- Library & File Room Shelving Systems
 - Packing, sequencing, movement and placement of all filing systems. This includes installation and movement of high-density filing systems.
 - Confidential and secure pack services are also available.
- Secure Document Shredding Services
 - Removal and destruction of outdated or unnecessary records and documents, ensuring compliance with the relevant state or federal privacy laws.
 - Purge and Recycle bins are available in a variety of sizes and service can be for a one-time purge in conjunction with an office relocation or for recurring route service.
- Concierge Delivery Service
 - Receipt, delivery and installation of high-end pieces such as artwork. This service also includes “C” level moving service where the office is videoed as the employee leaves it, we then completely pack and move the contents, then, using the video, literally return everything to its EXACT former location within the office.

Manufacturing & Plant Facility Moves

- Machinery Moving & Rigging Services
 - Special use of rigging equipment and providers to relocate large manufacturing equipment.
- Industrial Shelving & Pallet Racking
 - Installation, movement, and/or reconfiguration to current racked warehouse systems. This can include racking for warehouses or racking for smaller components.
- Rigging

General Freight

- Global Warehouse & Distribution
 - Receipt, inventory, storage, delivery, and installation of any product. Segmented, secure and climate-controlled storage available.
- **LTL/TL Freight**
 - As needed, high-tough domestic or international shipping for furniture, fixtures and equipment.
 - Same day, expedited, air freight, team driver, and climate-controlled service available

Supply Chain Management

- 4PL and 3PL services
- Distribution Center and Inventory management
- Domestic and International Transportation
 - All modes of transportation
 - customs clearance and international document management



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Commercial Zone Pricing – Areas in excess of 500,000 people may be subject to an 8% surcharge during peak season which is from May 15th through September 15th. Rates presented are frozen for twelve months only. Rates in California are not frozen for any period and are subject to increases based on the outcome of California Assembly Bill 5 (AB5) implementation starting January 1st. All rates quoted are for non-union labor.

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Service (all labor rates non-union)	DOMESTIC UNITED STATES			CANADA
	Zone 1	Zone 2	Zone 3	All
Mover / Helper, Straighttime	\$43.70	\$39.90	\$36.10	\$43.70
Mover / Helper, Overtime	\$58.90	\$56.05	\$50.35	\$58.90
Mover / Helper, Holiday/Sunday	\$83.60	\$79.80	\$72.20	\$83.60
Driver, Straighttime	\$53.20	\$45.60	\$41.80	\$49.40
Driver, Overtime	\$69.35	\$63.65	\$58.90	\$69.35
Driver, Holiday/Sunday	\$98.80	\$91.20	\$83.60	\$98.80
Project Manager, Straighttime	\$90.25	\$83.60	\$79.80	\$90.25
Project Manager, Overtime	\$126.35	\$116.85	\$112.10	\$126.35
Project Manager, Holiday/Sunday	\$180.50	\$167.20	\$159.60	\$180.50
Supervisor, Straighttime	\$60.80	\$55.10	\$52.25	\$60.80
Supervisor, Overtime	\$84.55	\$76.95	\$73.15	\$84.55
Supervisor, Holiday/Sunday	\$121.60	\$110.20	\$104.50	\$121.60
Truck; Bobtail	\$38.00	\$34.20	\$34.20	\$38.00
Truck; Bobtail with Liftgate	\$49.40	\$45.60	\$45.60	\$49.40
Truck; Tractor/Trailer	\$49.40	\$45.60	\$45.60	\$49.40
Truck; Pack van/Crew van	\$38.00	\$34.20	\$34.20	\$38.00
Installer, Straighttime	\$53.20	\$45.60	\$41.80	\$49.40
Installer, Overtime	\$69.35	\$64.60	\$58.90	\$69.35
Installer, Holiday/Sunday	\$98.80	\$91.20	\$83.60	\$98.80
Lead Installer, Straighttime	\$60.80	\$55.10	\$52.25	\$60.80
Lead Installer, Overtime	\$85.50	\$77.90	\$73.15	\$85.50
Lead Installer, Holiday/Sunday	\$121.60	\$110.20	\$104.50	\$121.60
Office Moving Labels (per 500)	\$25.65	\$25.65	\$25.65	\$25.65
Library Cart Rental	\$15.20	\$12.35	\$10.45	\$15.20
Gondola Rental	\$15.20	\$12.35	\$10.45	\$15.20
Machine Cart Rental	\$15.20	\$12.35	\$10.45	\$15.20
Panel Cart Rental	\$15.20	\$12.35	\$10.45	\$15.20
Plastic Crate	\$2.80	\$2.80	\$2.80	\$2.80
Autofold Carton	\$1.76	\$1.76	\$1.76	\$1.76
IT Service (per piece)	\$74.10	\$68.40	\$68.40	\$74.10
Storage - handling in (cwt)	\$7.98	\$6.98	\$6.32	\$7.03
Storage - (cwt)	\$7.98	\$6.98	\$6.32	\$5.99
Storage - handling out (cwt)	\$7.98	\$6.98	\$6.32	\$7.03
Debris removal (excludes disposal)(cwt)	\$7.60	\$7.60	\$7.60	\$7.60
Storage (short-term; per square foot)	\$2.00	\$1.81	\$1.71	\$2.00



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Commercial Fuel Surcharge

Fuel Surcharge Option	
Price Per Gallon	Percentage
under \$1.49	0.0%
\$1.50 to \$1.99	2.9%
\$2.00 to \$2.49	3.4%
\$2.50 to \$2.99	4.9%
\$3.00 to \$3.49	5.6%
\$3.50 to \$3.99	6.1%
\$4.00 and over	8.6%

Commercial Insurance Coverage

INSURANCE COVERAGE

VALUATION LEVELS

Unless otherwise defined by statute or client selection, there is no coverage for any transit damage. If local statute requires valuation coverage, then an additional charge may apply. Coverage is charged per leg of the project and is not considered an aggregate coverage for a single order. Full Value Coverage is available for purchase for any amount per the rates below:

MAXIMUM AMOUNT OF VALUE OR DEPRECIATED LIABILITY IS:	\$500 DEDUCTIBLE	MAXIMUM AMOUNT OF VALUE OR DEPRECIATED LIABILITY IS:	\$1,000 DEDUCTIBLE	MAXIMUM AMOUNT OF VALUE OR DEPRECIATED LIABILITY IS:	\$2,500 DEDUCTIBLE
\$25,000	\$625	\$75,000	\$1,575	\$150,000	\$2,925
\$50,000	\$1,250	\$100,000	\$2,100	\$200,000	\$3,900

CLAIM TERMS AND CONDITIONS

- 1) Under no circumstances may the amount of a claim be withheld from any balance due.
- 2) Any item replaced under the FVP option becomes the sole property of the SIRVA.
- 3) All items submitted for claim settlement must be made available for inspection prior to claim resolution. All claims actions must be initiated within 24 hours from the end of applicable Work. Any claims action presented for building or property damage must be made within 24 hours of applicable Work. Claims submitted outside of these guidelines will not be considered.
- 4) Electronic items not functioning properly must show signs of exterior damage.
- 5) No items will be considered for replacement or reimbursement if the item(s) have been repaired prior to inspection by SIRVA or its authorized representative(s).
- 6) Under no circumstances will claims be considered for employee-owned personal items moved by SIRVA.
- 7) Any assembled compressed wood furniture is excluded from any coverage.
- 8) All claims must be submitted on proper claim forms provided by SIRVA Commercial.
- 9) Items in excess of \$100 per pound require additional coverage.
- 10) Valuation in excess of \$200,000 is on a spot quote basis.



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Attachment G

Relocation Services: *This is a SAMPLE Relocation Services Agreement to be utilized for E&I Membership wishing to contract for relocation services. Terms subject to credit approval and any revisions otherwise required specific to revised services or scope or work.*

APPLICATION AND RELOCATION SERVICE AGREEMENT

Company: FULL CORPORATE NAME AND ADDRESS ("Company")

Address

SIRVA: SIRVA WORLDWIDE, INC. ("SIRVA")

Effective Date: _____

AVAILABLE RELOCATION PROGRAMS or "Services" (To be selected at Initiation):

US DOMESTIC HOME SALE PROGRAMS (Referenced in Exhibit B):
RiskGuard® BVX Home Sale Program; and

OR (CAN SELECT EITHER FIXED FEE HOME SALE OR COST PLUS HOME SALE – NOT BOTH. ALL TERMS SPECIFIC TO ONE OR THE OTHER PROGRAM ARE HIGHLIGHTED APPROPRIATELY]

Guaranteed Purchase Offer Home Sale Program (AVO);
Buyer Value Option Home Sale Program (BVO); and

US DOMESTIC RELATED SERVICES (referenced in Exhibit C):
Candidate Pre-Decision Tour

Pre-Decision Service

Home Marketing Assistance

Expense Management and Reporting

Rental Assistance

SIRVA Move Allocation (SIRVA selected E & I Group carrier)

Temporary Living Assistance/Corporate Housing

Lump Sum Administration

Hotel Placement Program

Home Finding Assistance



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Extranet Access

Global Relocation Services (Exhibit E)

ADDITIONAL SIRVA SERVICES AVAILABLE:

Affinity Program Services (Referenced in Exhibit D)

WHEREAS, the Company heretofore entered into that certain Educational & Industrial Cooperative Services, Inc. (E&I Group) Membership Group Participation Agreement, (the "Purchasing Agreement"); and,

WHEREAS, SIRVA is a preferred supplier of E&I Group, and desires to enter into this Agreement with the Company.

NOW THEREFORE, in consideration of the mutual terms and conditions contained in this Agreement, the parties agree as follows:

1. **Application.** This application for relocation services is subject to credit approval by SIRVA. This application shall not become a binding agreement until signed by SIRVA.
2. **Initiation.** Employees shall be authorized for a Relocation Program ("Initiated") in a form acceptable to SIRVA. SIRVA shall provide the Relocation Programs in accordance with the Relocation Program Requirements as stated below.
3. **Eligibility.** Upon Initiation, the eligibility of any Employee shall be at the sole discretion of SIRVA based upon initial property review or at any time during the process should SIRVA become aware of conditions of ineligibility as established by SIRVA. Should SIRVA determine such Employee to be ineligible for the services listed herein at the pricing provided, SIRVA shall notify Company of such Employee's ineligibility. Upon determination by SIRVA of Employee eligibility, such Employee shall be Initiated to receive the Relocation Program provided herein.
4. **Term.** The Term of this Agreement is for two years from the Implementation Date and shall be extended for consecutive one (1) year periods unless notice of termination is delivered no less than ninety (90) days prior to the termination of this Agreement or the one-year extensions of the Agreement hereunder. Notwithstanding the forgoing, either party may cancel this Agreement upon thirty (30) days written notice. Notwithstanding the forgoing, this Agreement shall not be interpreted as a requirements contract. Company is not obligated to provide any volume level of Initiations. SIRVA is not obligated to accept any Initiation. Regardless of any termination of this Agreement, Company financial obligations created hereunder, including but not limited to the indemnification and payment obligations shall survive the termination of this Agreement until such obligations are satisfied.
5. **Indemnification; Damage Limitations.** The Company will promptly upon demand, defend, indemnify and save harmless SIRVA and its directors, employees, agents, successors, assigns and their respective heirs and legal representatives (collectively, "Indemnified Party") from any and all claims, demands, losses, suits and liabilities (including reasonable attorney's fees) whatsoever that may be made against the Indemnified Party arising from the provision of any Cost Plus Relocation Program or the use of a deed-in-blank process. Where a loss or liability arises



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from the grossly negligent or willful misconduct acts of SIRVA or its employees in performing its obligations under the provisions of this Agreement as determined in final non-appealable order, SIRVA shall, to the proportionate extent of its liability, reimburse the Company for any and all indemnity expense incurred by Company. Neither party shall be liable to the other party for any indirect, incidental, special or consequential damages (including, without limitation, any damages arising from loss of use or lost business, revenue, profits, data or goodwill) and the maximum liability of SIRVA shall be the fees paid by Company to SIRVA.

6. **No Tax Representation.** The Company acknowledges that SIRVA makes no representations or warranties concerning the tax consequences of any transaction or the tax-effectiveness of any program under this Agreement and SIRVA shall not be held liable or responsible for any tax liability of the Company or its relocated Employees.
7. **Obligations of Company.**
 - a. SIRVA Global Relocation, Inc. ("SIRVA Global") may provide the Global Relocation Services ("Global Services") pursuant to Exhibit E. SIRVA Global may be the invoicing party for global services and SIRVA may direct that payment be made to SIRVA Global. Such direction shall not be deemed to diminish, eliminate or otherwise negate the Company's obligations under this Agreement due to SIRVA except to the extent that such payment has been made to SIRVA Global.
 - b. Company will be responsible for sales, use, VAT, excise taxes, customs duties, charges, other levies and like charges imposed with respect to the Services provided by SIRVA including those Services that are provided by third parties except for taxes based on the net income of SIRVA.
 - c. In the event that Company requires invoicing and/or payment in a currency other than SIRVA's primary currency of USD that results in an exchange rate loss or expense to SIRVA, Company shall pay to SIRVA any expense or loss incurred as a result of such conversion. SIRVA will use reasonably commercial efforts to minimize any expense or loss that may occur as a result of the foreign currency exchange rates.
 - d. In the event that Company requires a regional billing model where the SIRVA invoice and invoice payment occur in a country that will result in a withholding tax or other restriction on the transfer or repatriation of funds by SIRVA out of that country (a "Restricted Currency Country") then Company shall pay to SIRVA any funds withheld so that the net to SIRVA after the transfer or repatriation is the full of the amount invoiced. SIRVA will use reasonably commercial efforts to minimize any withholding or other restriction on the transfer or repatriation of funds out by SIRVA of a Restricted Currency Country.
 - e. Any third-party fees and Employee expenses are the liability of Company, as included in definition of Expenses.
 - f. In the event that Company agrees to an advance deposit to cover global assignment expenses and third-party fees, said amount shall be paid in accordance with this Agreement.
8. **Obligations for Employees.** Company agrees to pay to SIRVA, promptly upon demand, any amounts due in the event that amounts are owed by the Employee to SIRVA.
9. **Cooperation.** Company agrees that it shall use best efforts to cooperate with SIRVA in the provision of the Relocation Program and services to be provided to the Employee.
10. **Confidentiality.** From time to time from and after the date hereof a party hereafter referred to as the Disclosing Party may provide to the other party hereafter referred to as the Recipient, certain of the Disclosing Party's confidential and proprietary information on the terms and conditions contained herein and only for the purpose of carrying out the Relocation Programs provided hereunder (the "Purpose"). All confidential information shall remain the property of the Disclosing Party. The Recipient of confidential information shall



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not use, make available or assist another to use, disclose, publish, reproduce or otherwise make available to any third person or entity, for any reason or purpose (including but not limited to competing with the owner of said confidential information) any confidential information that it receives from the Disclosing Party except in connection with the Purpose stated herein and may only be shown to the Recipient's employees on a need to know basis and so long as such employees agree and consent to be bound by the terms and conditions hereof. Recipient shall promptly notify the Disclosing Party of any court order or regulatory requirement to disclose Confidential Information in order to allow the Disclosing Party an opportunity to obtain a protective order limiting disclosure and use of the information. The Disclosing Party may at any time demand by written notice the return of all copies of the Confidential Information or other materials incorporating Confidential Information regardless of the medium on which such information is contained except that one copy may be retained for audit, regulatory or compliance purposes.

11. **Assignment.** SIRVA may assign its rights to payment under this Agreement to any third party without the prior written consent of Company. For purposes of this paragraph Assignment shall include a sale or securitization of receivables and Assignee shall include a purchaser of receivables. Except for the forgoing, neither party may assign this Agreement or any rights or obligations hereunder without the prior written consent of the other party. For the avoidance of doubt the use of subcontractors shall not be deemed an assignment or a breach of the prohibition against assignment.

12. **Fees.** SIRVA will invoice Company for all service fees listed in Exhibit A and Exhibit E on a weekly basis and such amounts are due and payable within sixty (60) days.

 For the RiskGuard® program, at Initiation by Company, SIRVA shall bill Company the full RiskGuard® fee set forth as a percentage of the estimated value of the home to be acquired, determined by the average of two Broker Market Analyses (BMAs) obtained by SIRVA, and as set forth in Exhibit A, which amount shall be due in seven (7) days. A BMA is the valuation of real property by a real estate broker or real estate agent. The final bill will be issued upon contract with the Employee and shall be based on the full fee percentage of the acquisition price paid to the Employee, less any amounts already paid by the Company toward the fee. No purchase transaction with any Employee will close until the full amount due for that transaction is received by SIRVA. If the billing results in a credit due Company, such credit will be applied to the next billing.

13. **Expenses.** Except for the RiskGuard® Home Sale costs, Company will be responsible and shall pay, as the primary obligor, all payments made by SIRVA for Expenses (as defined in the Program Requirements.) Company acknowledges that the payments for any Expenses are made on behalf of the Company as a convenience to Company. Company acknowledges that it is solely responsible and obligated as the primary obligor for all Expenses incurred in the provision of any Relocation Program, is liable to SIRVA for such and guarantees payment of all funds advanced or paid by SIRVA hereunder. SIRVA will invoice Company for such Expenses Costs on a weekly basis and are due and payable within thirty (30) days. Interest shall apply as set forth below.

14. **Interest.** Interest will accrue at prime plus .75% for all funds paid by SIRVA to, for or on behalf of the Employee or Company from the date of disbursement to the date SIRVA is repaid by Company. All Interest Charges are simple interest, per annum calculated daily. Final interest charges shall be invoiced upon full repayment of all amounts due SIRVA.



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15. **Late Fees.** Interest Charges after Invoice Due Date (Late Fees): 1.5% per month. Company shall also be responsible for any and all late fees, damages or other charges arising from third party late charges incurred as the result of Company not meeting payment obligations set forth herein.
16. **Disputed Invoices.** Company shall pay all invoices timely unless Company notifies SIRVA within ten (10) days from receipt of invoice of any disputed amount on such invoices, and the parties shall attempt, promptly and in good faith, to resolve any such dispute. Payment of those portions of invoices not under dispute shall not be withheld pending resolution of disputes as to other portions. For purpose of clarification, a dispute shall include charges not agreed to, as well as charges for which proper support is not available. A clerical error, such as improper name or address, shall not be a reason to dispute an invoice unless such error shall prevent Company from making payment. Any amount in dispute will be paid immediately upon resolution of the dispute.
17. **Home Sale Program Billings.** Upon receiving the Home Sale Program authorization, SIRVA will bill the Company \$1,500 as estimated authorization expenses to be incurred on the subject residence. Additionally, a Reserve Fund of 10% of the Purchase Price on each Contract of Sale or Amended Contract of Sale accepted by an Employee shall be invoiced and due upon said acceptance to cover Direct Costs associated with the Home Sale Program. SIRVA is hereby authorized to withdraw from the Reserve Fund on each residence, any sums due SIRVA under the terms of this Agreement.
- If the amount of the Reserve Fund on any residence has been or is expected to be depleted to 2% of the Purchase Price or less, SIRVA is hereby authorized to bill the Company an amount equal to 10% of said Purchase Price to replenish that Reserve Fund. If, in the opinion of SIRVA, the proceeds from the closing will be inadequate to pay the expenses to be incurred, SIRVA will invoice the Company. The Company agrees to pay before said closing any estimated deficiency as an additional Reserve Fund Billing.
18. **Additional SIRVA Services.** SIRVA shall make available the Affinity Program Services as contained in and described in Exhibit D, attached hereto and incorporated herein by this reference, at no additional cost to Company.
19. **Force Majeure.** Except for the obligations of Company with respect to payments due to SIRVA and the guarantees of the financial obligations herein, if the Parties are prevented from complying, either totally or in part, with any of the terms or provisions of this Agreement by reasons beyond their reasonable control including (but not limited to) government order, strike, lockout or other labor-related trouble, riot, war, rebellion, epidemic/pandemic; flood, storm, earthquake, or other weather-related trouble, or other acts of God, then upon written notice, the affected provisions and/or requirements of the Agreement shall be suspended during the period of such disability. During such period, the non-disabled Party may seek to have its needs, which would otherwise be met hereunder, met by others without liability to the disabled Party hereunder.
- If after one (1) month the force majeure condition persists, either Party may terminate this Agreement in writing by registered mail with return receipt requested. Termination will be effective on the date of delivery of the registered letter.
20. **Survival of Obligations.** The Company financial obligations created hereunder, including but not limited to the indemnification and payment obligations shall survive the termination of this Agreement until such obligations are satisfied.
21. **Non-Compete.** Company agrees that it will not offer any services competitive with those of SIRVA with regard to Home Finding, mortgage services, or home sale assistance as a regular policy or program and will maintain a policy that does



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not provide for the tax protection or gross up of the reimbursement of real estate closing and/or brokerage costs of the sale of any Employee's present home.

22. **Subcontractors and Affiliates.** SIRVA may provide the Services set forth herein through subcontractors or affiliates (third-party providers). For the avoidance of doubt, a request for Services under this Agreement shall be deemed Company's written consent for subcontracting as required to facilitate such Services. In the event that any relocation service (such as, but not limited to, rental assistance, temporary living/corporate housing assistance, hotel placement, closing settlement services, global destination services or move management) is provided in-house or by a separate division or SIRVA affiliate, then it shall be considered a third-party provider for purposes of its charges and invoicing. Notwithstanding the foregoing, any payment obligations of Company under this Agreement shall be to SIRVA unless otherwise set forth in this Agreement.

SIRVA Relocation LLC ("SIRVA Relo") may provide the US Domestic Services identified herein. SIRVA Relo may be the invoicing party for those services identified in Exhibit A and SIRVA may direct that payment be made to SIRVA Relo. Such direction shall not be deemed to diminish, eliminate or otherwise negate the Company's obligations under this Agreement due to SIRVA, except to the extent that such payment has been made to SIRVA Relo.

23. **Privacy.**

- a. The Parties acknowledge and agree that information pertaining to Company's Employees and their family members who are receiving relocation services ("Consumers") will be exchanged between the Parties throughout the term of this Agreement. The Parties agree to take every precaution to protect the privacy of Consumers while, at the same time, delivering the services that have been requested. Without limiting the foregoing, the Parties shall abide by all laws and regulations relating to the use of Consumer non-public, private information.
- b. In addition, it is understood and agreed that, from time to time, SIRVA may enter into business relationships with third party vendors that provide services necessary in connection with Relocation Programs. SIRVA may supply Consumer information to its employees, agents, and third party vendors with the understanding that such employees, agents, and third party vendors will be required to protect and safeguard such Consumer information as called for under this Agreement and utilize such Consumer information only in connection with the Relocation Programs.
- c. It is further understood and agreed that cross-border transfers of data are permitted only as otherwise required to facilitate Initiated Services, subject to applicable law and privacy provisions of this Agreement.
- d. In the event that private and personal information/data is received from or through SIRVA and is processed, tested, and/or used by SIRVA, then SIRVA shall comply with any applicable international privacy laws and directives. The privacy laws and standards shall include, but not be limited to: i) the Electronic Communication Privacy Act; ii) the Gramm-Leach-Bliley Privacy Act; and iii) the General Data Protection Regulation. Further, credit card holder information such as name, address, and credit card numbers must be protected under Payment Card Industry Data Security Standards ("PCI DSS"). "Personal Information" shall include (but not be limited to) the person's first and last name or first initial and last name, in conjunction with any of the following for that person: i) Social Security Number; ii) driver's license number; iii) birth date information; iv) state ID number; v) financial account number (e.g., bank and credit card numbers; vi) password, user ID, or other information that would permit access to the person's financial account; or vii) biometric indicator (e.g., fingerprints). Company shall be designated as Data Controller under applicable privacy law for the term of this Agreement. Company shall thus be responsible for obtaining all proper authorizations for the provision of Personal Information, and by the act of providing any such



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Personal Information, Company represents, confirms, and authorizes SIRVA's use of Personal Information for the purposes of this Agreement.

- 24. **Service Matrix.** See Exhibit A and Exhibit E for available services, fees and costs.
- 25. **Certain Definitions.**
 - i. **Cost Plus Programs** – Any Relocation Program where the Company is liable and responsible for all costs, expenses and charges arising out of the Guaranteed Purchase Offer Program, the Buyer Value Option Home Sale Program, Related Services and Global Services.
 - ii. **Expenses** – Those costs, expenses, charges, reimbursements, payments or advances incurred or made from time to time to, for, or on behalf of the Company or its Employees by SIRVA in accordance with the Company's relocation policy and this Agreement, to perform the services as indicated in this Agreement. Expenses include those charges that are passed through to Company, including but not limited to disbursements, third party provider fees and employee reimbursements (i.e. household goods invoices or mortgage direct bill charges) taxes.
 - iii. **Fixed Fee Programs** – A Relocation Program where SIRVA charges a single fee to the Company and does not pass on individual charges for cost to the Company. Includes the RiskGuard® BVX Home Sale Program. In the Fixed Fee Home Sale Program, SIRVA shall be responsible for the payment of all expenses incurred in acquiring, carrying and/or selling any Employee's property, including any loss on resale and carrying or other costs incurred in the event that any sale of the property to a purchaser fails to close.

SIGNATURES

SIRVA hereby represents and warrants that it is a limited liability company duly organized, validly existing and in good standing under the laws of the State of Delaware and has the power and authority to execute and deliver this Agreement and has taken all necessary organizational actions to perform its obligations hereunder and to consummate the transactions contemplated hereby.

The Company hereby represents and warrants that it is a _____ duly organized, validly existing and in good standing under the laws of the State of _____ and has the power and authority to execute and deliver this Agreement and has taken all necessary organizational actions to perform its obligations hereunder and to consummate the transactions contemplated hereby.

SIRVA RELOCATION LLC

FULL CORPORATE NAME

By: _____

By: _____

Name: Jeffrey Margolis

Name: _____

Title: Executive Vice President & General Counsel

Title: _____

Dated: _____

Dated: _____



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Annex A PROGRAM REQUIREMENTS

- The Relocation Program shall include:
 - (i) The assistance of a real estate counselor who will explain the program to Employee and will counsel on any matters relevant to their relocation and, specifically, the real estate aspects thereof. Counselors will be available to Employee through a toll free 800 number during business hours and through a paging system at other times;
 - (ii) The RiskGuard® BVX Home Sale Program (a Fixed Fee Program), (NOTE: if applicable and included in approved fee – add “includes availability of a competitive market rate no closing cost mortgage through SIRVA’s designated mortgage lender”); OR Guaranteed Purchase Offer Home Sale Program (AVO); Buyer Value Option Home Sale Program (BVO); these are Cost Plus Programs;
 - (iii) the following additional services to be provided within the United States (“Related Services” or “US Domestic Related Services”):
 - a. Candidate Pre-Decision Tour;
 - b. Pre-Decision Service;
 - c. Domestic Cost Estimate (domestic- without tax);
 - d. SIRVA Connect Relocation Cost Calculator (domestic – without tax);
 - e. Expense Management and Reporting;
 - f. SIRVA Move Allocation (*SIRVA-selected E & I Group carrier*);
 - g. Home Finding Assistance;
 - h. Rental Assistance;
 - i. Temporary Living Assistance/Corporate Housing;
 - j. Hotel Placement Program;
 - k. Home Marketing Assistance;
 - l. Lump Sum Administration;
 - m. Extranet Access;
 - (iv) Mortgage counseling services and the availability of a full range of mortgage banking services, through SIRVA’s affiliated company, SIRVA Mortgage, Inc. (“SIRVA Mortgage”).
 - (v) Global Relocation Services, as set forth in Exhibit E;
 - (vi) Detailed Home Sale Program or Related Services descriptions are attached as Exhibits hereto for reference and may be modified by SIRVA in its discretion.
- Company Obligations and Acknowledgements:
 - (i) Initiate the Employee prior to his or her involvement in real estate activities. The Company acknowledges that only an agent recommended or approved by SIRVA can be utilized for a listing or Home Finding assignment. In order to be approved, an agent must agree to SIRVA’s commission schedule, referral fee schedule and must prove historical performance in accordance with SIRVA’s requirements of other agents.
 - (ii) With respect to any cost estimating tools or projection services offered for global or US domestic Initiations, the following disclaimer shall apply. SIRVA collects and uses information and data compiled from past historical situations and services. Tax data is obtained from third-party resources or databases. To the extent possible, SIRVA endeavors to locate and obtain reliable and accurate information. Neither SIRVA, nor its respective associates, agents and



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representatives shall be deemed to make or have made any representations or warranties as to the fitness of the product or service for a particular purpose or the accuracy or completeness of any information furnished pursuant to this product or service, or its use. SIRVA makes no representations or warranties concerning the tax consequence of any transaction or the tax effectiveness of the product or service and SIRVA shall not be held liable or responsible for any tax liability resulting from its use. The information provided are estimates; SIRVA advises proper evaluation of the information provided, and each individual user's best interest, priorities, needs and concerns. SIRVA is not providing legal, nor tax, advice with respect to the use or assistance with any selection of decision process regarding the cost estimating tools or projection services or the use thereof.

▪ **Equity and Equity Advances:**

- (i) Company may desire to advance sums to the Employee as are necessary for earnest money deposits or down payments for purchase of a home in the new location not to exceed 80% of the estimated equity, which will be due the Employee upon sale of his/her home. SIRVA will notify Company of the amount of the advance needed and upon receipt of the funds from Company, SIRVA will release the funds to the Employee.
- (ii) If SIRVA is purchasing the Employee's property, SIRVA shall, as needed, bill the Company for equity to be paid to Employees (less advances already reimbursed) (the payment of any such amounts to an Employee in respect of the sale of an Employee's home to SIRVA, but excluding Equity Advances, a "Final Equity" payment) and the Company agrees to wire transfer said funds within two (2) business days of receipt of billing. Upon receipt by SIRVA, said funds shall be released to Employee. SIRVA shall furnish the Company with a Funding Report along with invoices showing the funds advanced and their disposition. Upon file reconciliation by SIRVA, SIRVA shall credit the Company for full repayment of all equity funds provided on that property by the Company, **[include phrase for Cost Plus HS only]** except for any loss on sale, which is the obligation of Company.

▪ **Cost Plus Program Payment Obligations of the Company**

Company acknowledges that the payments made in connection with the Cost-Plus Program are made on behalf of the Company as a convenience to Company. Company acknowledges that it is solely responsible and obligated as the primary obligor for all actual costs incurred in the provision of the service, is liable to SIRVA for such and guarantees payment of all funds advanced or paid by SIRVA hereunder. **[include for Cost Plus HS only]** Any payments under this Section that are paid by SIRVA outside of the Reserve Fund shall be invoiced upon file reconciliation and due in accordance with other billing terms.

The Company will reimburse SIRVA for all costs incurred by SIRVA in providing relocation services with respect to each transaction described herein authorized by the Company including but not limited to:

- a. **Cost Plus Home Sale Programs**
 - i. Direct Home Acquisition Expenses, which shall include appraisal costs, title examinations, customary inspections, and the like.
 - ii. Repayment of Final Equity, Equity Advance, and/or Mortgage Payoff payments, including any resulting Negative Equity, made to or on behalf of the Company's Employees, as applicable.
 - iii. Direct Home Marketing Costs, which shall include mortgage payments, real estate taxes, insurance coverages, utilities, maintenance, upkeep and repairs (including any insurance deductibles), costs incurred for SIRVA's representative to inspect subject Property(s) when approved by the Company, real estate brokers fee, attorney/escrow fees, closing company fees and settlement charges, mortgage prepayment penalties, mortgage placement fees, discount points, transfer taxes (including any penalties, fees or other charges related to the Company's election to use deed-in blank process), loss on sale, filing fees directly attributed to the Properties and all other carrying costs and costs of property ownership, including attorney fees.



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- b. Domestic Related Services and Global Services
 - i. Company will be responsible, as the primary obligor for all Expenses made by SIRVA. SIRVA will invoice, and Company shall pay, as its sole responsibility, Expenses incurred by SIRVA for, to or on behalf of Company or Company's Employees in connection with these Relocation Programs.

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Exhibit A

US Domestic Services & Pricing

The following fees apply when the Company Initiates the individual service(s):

Service Items	SIRVA Management Fee (in USD)	Additional Terms/Conditions
Pre-Decision Service	<u>Departure Pre-Decision Pricing:</u> Consulting Service (<i>As stand-alone</i>) \$195 Pre-Decision Plus \$395 Pre-Decision Select \$595 Pre-Decision Elite \$795 <u>Destination Pre-Decision Pricing:</u> Destination Pre-Decision \$395 Additional Pre-Decision Reports* \$100 per additional report (2 maximum)	Fee applies per Pre-Decision authorization. *Subject properties must be within same multiple listing market as original property report.
Candidate Pre-Decision Tour	\$175 Plus, Expenses	
Domestic Cost Estimate (no tax) – contemplates utilizing SIRVA Connect	\$0	<ul style="list-style-type: none"> Utilizing SIRVAConnect Relocation Cost Calculator (self-serve)
Domestic Cost Estimate	\$350	<ul style="list-style-type: none"> Contemplates SIRVA preparation of manual relocation-cost estimate, includes logistic costs only (no tax)
Home Marketing Assistance	\$0 Plus, Expenses	<ul style="list-style-type: none"> Only charged when SIRVA is not doing full Home Sale Program; A SIRVA referred real estate broker is a requirement of this Program; A Referral Recovery Fee shall apply at \$1,500 for each Non-Compliant listing Transaction for an Employee Initiated for Home Marketing Assistance outside of a Home Sale Program
Fixed Fee Home Sale Program Assistance	BVX: ____% of the Acquisition Price	One-time Fee expressed as a percentage of the acquisition price paid to the Employee; includes availability of a competitive market rate no closing cost mortgage through SIRVA's designated mortgage lender.
Cost Plus Home Sale Program Assistance	BVO: \$0: AVO: \$0	*Cost reduction credit (rebate) offered per closed AVO/BVO home sale transaction, based upon annual volume, as determined at time of contracting:



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	Plus Expenses, to include SIRVA Settlement administration fee	0-25 (\$0) 26-50 (\$250) 51-75 (\$500) 76-125 (\$750) 126-200 (\$1,000) 201+ (\$1,250)
Expense Management & Reporting	(1) \$0 if service is provided with Home Sale program; (2) \$0 if service is provided with Rental Assistance and (3) \$465 for all other Employees Initiated for Expense Management and Reporting Services Plus Expenses	Company shall be invoiced for any amounts paid to or on behalf of the Employee or Company in relation to this service
Rental Assistance	\$560 Plus Expenses	Fee includes Expense Management and Reporting; Fee does not include any incidental costs or field supplier fees for items such as guided tours.
Home Finding Assistance	\$0 Plus Expenses	A SIRVA referred real estate broker is a requirement of this Program
SIRVA Move Allocation (SIRVA- selected E & I Group carrier)	\$0 Plus Expenses	Company shall be invoiced directly by SIRVA for mover's costs
Temporary Living Assistance/Corporate Housing	(1) \$0 if service is provided with Rental Assistance or a Home Sale Program and utilizing SIRVA Corporate Housing; and (2) \$235 for all other Plus Expenses	Company shall be invoiced directly by SIRVA for corporate housing expenses
Hotel Placement Program (HPP)	\$0 Plus Expenses	Company acknowledges payments will include services rendered by SIRVA Corporate Housing ("SCH"); including a \$15 per day SCH fee when booking with a Company-directed Corporate Housing provider; or a \$15 per day SCH fee (minimum \$95 total) when a hotel booking is required with either a SCH or Company-directed hotel provider.
Equity Advance Administration Fee	\$175	Applies only when Employee Initiated to receive Equity Advance
Lump Sum Management	\$235 Plus Expenses	



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The following charges apply as noted below:

Disbursement Fees	SIRVA reserves the right to charge and Company shall pay a fee for the transfer of any and all funds under this Agreement	Covers charges such as wire fees, bank funding charges, ACH charges and overnight mail charges
Referral Recovery Fee	\$1500 per Non-Compliant Transaction	<ul style="list-style-type: none"> • Applicable on Home Sale and Home Finding Assistance Programs; • In the event that SIRVA is unable, through no fault of SIRVA, to collect a referral fee on either the listing transaction or home finding transaction of an Employee (each listing transaction or home finding transaction being a separate "Non-Compliant Transaction") then, Company shall pay a Referral Recovery Fee as set forth herein for each Non-Compliant Transaction
Home Sale Program Marketing Extension Fee	<p>\$1500 per Employee</p> <p>Applies for each twelve (12) month extension</p>	As applicable, Fee shall apply in the event Company authorizes SIRVA to extend the Home Sale Program beyond twelve (12) months from the original Initiation in order to permit an Employee to continue marketing the Property for an acceptable offer. Fee to be billed at each twelve-month increment. The Marketing Extension Fee shall be effective for each such extension occurring after the Implementation Date of this Agreement, notwithstanding an Initiation date prior to the Implementation Date.
Cancellation Fee	<p>\$800 on Home Marketing Assistance and Home Sale Program</p> <p>Plus, Expenses and costs incurred in delivering the BVX Home Sale Program, including but not limited to inspection and repair costs, title report costs, and all other expense related to the marketing and acquisition of the property</p>	Payable if Employee is cancelled from the program by Company or by SIRVA, after the Company Initiated service and counselor began counseling and set up a file. No cancellation of Home Sale Program may occur once SIRVA has executed a Contract of Sale with the Employee.

Exhibit A pricing and terms are subject to change at SIRVA's discretion. Any change in pricing or terms of Exhibit A will only apply to Employees initiated after notice of the change is given by SIRVA in writing to Company.



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Exhibit B

Home Sale Program Service Description

The RiskGuard® BVX Home Sale Program

1. The Company will initiate Employees by giving SIRVA either notice by telephone, fax or computer link up, as desired by the Company, of the identity of the relocated Employees including that Employee's name, address, work and home telephone numbers.
2. Upon initiation of the Company's Employee, SIRVA will place a call to the Employee. Upon telephone contact with the Employee, SIRVA's counselor will explain the program. SIRVA's counselor will provide the Employee a written description of the program.
3. Properties eligible for the Home Sale Programs described in Section B.1. of this Agreement (each, an "Eligible Property") must meet the following criteria: (a) located in the U.S.; (b) a completed primary, single-family residence, townhouse, two-family duplex, or condominium unit (provided said unit meets FNMA/FHLMC approval), in each case owned and occupied by the Employee (or in the case of a two-family duplex, where the entire property is owned by the Employee and one unit of which occupied by the Employee); and (c) not rendered ineligible by the provisions of Section 4 below.
4. The following properties are ineligible for the Home Sale Programs described in Section B.1 unless Company and SIRVA agree in writing (including an email) to permit such a property into a home sale program on mutually agreed upon terms and conditions, (each a "Special Property"). Company acknowledges that the terms and conditions may affect the suggested tax benefits of a home sale program: (a) any income producing properties or properties with inherent income producing characteristics (including but not limited to properties with mineral rights, properties with commercial businesses and rental properties but not including two family duplexes owned by the Employee, one unit of which is occupied by the Employee); (b) resort properties; (c) mobile homes/manufactured homes; (d) cooperative units; (e) farms; (f) properties with acreage in excess of 5 acres; (g) properties with acreage that does not conform to the immediate area; (h) properties on which clear title cannot be delivered; (i) properties which do not qualify for conventional mortgage financing; (j) properties containing or located by hazardous, toxic or potentially hazardous or toxic containers, materials, chemicals or gases (including but not limited to, radon, underground storage tanks, mold, UFFI, carcinogens, irritants, corrosives, environment hazardous and the like); (k) vacant land; (l) residences that are not Fannie Mae approved or income properties other than two-family dwellings, (m) properties that have EIFS/synthetic stucco exterior finishing; (n) properties in which conditions or circumstances render Property unmarketable and/or which Employee does not or cannot resolve to the satisfaction of SIRVA; (o) properties not zoned for 1-4 family residential; (p) properties that are not insurable under SIRVA's property and general insurance liability coverage for relocation homes; (q) partially completed dwelling; (r) converted properties (not originally residential); (s) Properties where the Employee currently has or has previously had their home on the market; and, (t) properties with building materials commonly known as "Chinese Drywall" or other drywall material with similar characteristics; (u) properties with a most probable sales price of at least one million dollars as determined by the average of the BMA's. For properties with a most probable sales price of at least one million dollars, SIRVA will use reasonable commercial efforts to include the Property in the home sale program if, upon further evaluation, no additional eligibility or cost factors would effect that Property's eligibility under these guidelines or the cost parameters of the program, except that, in such instance, SIRVA reserves the right to propose a modified fee (including a cost plus fee) in order to include the Property in a home sale program.



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5. If the Employee's property is an Eligible Property, SIRVA will offer the Employee the opportunity of entering into an Option to Purchase Agreement whereby SIRVA will acquire the right to purchase the Employee's Property. The Option shall extend for a period of twelve (12) months and shall be exercisable at fair market value of the property and in as-is condition or as improved by the Employee (which shall be specified within the option agreement). Fair market value shall be the price which a bona fide ready, willing and able buyer, in an arm's length transaction, is willing to pay for the property in a transaction utilizing common and ordinary terms, conditions, and contingencies (which shall not include a contingency for the sale of the buyer's property) and which shall be contingent on favorable results of inspections, if any, and the closing date may not be beyond sixty (60) days. At such time as SIRVA is able to determine fair market value, it shall notify the Employee. In the event that the Employee disagrees with SIRVA's determination of fair market value, then SIRVA may not exercise its option until such time as the Employee reaches agreement with SIRVA as to the amount and terms which constitutes fair market value.
6. The Company policy must include provisions for the following:
 - a. Under the terms of the Option, SIRVA may list the property for sale in SIRVA's name at a price not to exceed 105% of the average of the BMAs from SIRVA-approved real estate agents.
 - b. If real estate agents will be used, then such real estate agents for listing and home finding shall be recommended or approved by SIRVA. Such approval will be based on SIRVA's typical agent professional criteria requirements and agent's agreement to SIRVA's commission agreement and referral fee agreement.
 - c. Prior to, or as a condition to the Option to Purchase, the Employee must complete and execute a disclosure statement regarding the condition of the property and its surrounds. SIRVA shall conduct an examination of the title to the property.
7. The Option to Purchase may not be exercised unless SIRVA in its sole discretion, determines that the Employee owns an estate in fee simple absolute or such lesser estate as is customary in the area, and that the Employee can transfer a title, which shall be good and marketable and insurable by a title insurance company, free and clear of all liens and encumbrances, except:
 - a. Liens for unpaid current taxes and assessments (no delinquencies shall be paid).
 - b. Public utility easements and restrictions that do not interfere with the normal use and occupancy of the Property or substantially negatively affect its value; and
 - c. Zoning ordinances which do not prohibit existing improvements.Should the examination of title reveal a defect of title, the Employee shall have thirty (30) days to cure the defect at Employee's expense.
8. SIRVA may, at its discretion, obtain structural and/or other inspections relating to the condition of the property. Should the inspections reveal the need for additional expenses to put the property in saleable and marketable condition, SIRVA shall advise the Employee in writing that the Employee shall be charged for any such additional expenses.
9. At such time as fair market value is determined by SIRVA (with the approval of the Employee), SIRVA will exercise its option and will enter into a Contract of Sale with the Employee.



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Program Service Description: Home Sale Assistance: **Guaranteed Purchase Offer** **(value of home determined by appraisal)**

1. Any Employee Initiated for a Home Sale Program shall be Initiated prior to his or her involvement in real estate activities.
2. Properties eligible for the Home Sale Programs described this Agreement (each, an "Eligible Property") must meet the following criteria: (a) located in the U.S.; (b) a completed primary, single-family residence, townhouse, two-family duplex, or condominium unit (provided said unit meets FNMA/FHLMC approval), in each case owned and occupied by the Employee (or in the case of a two-family duplex, where the entire property is owned by the Employee and one unit of which occupied by the Employee); and (c) not rendered ineligible by the provisions of Section 3 below.
3. The following properties are ineligible for the Home Sale Programs described herein unless Company and SIRVA agree in writing (including an email) to permit such a property into a home sale program on mutually agreed upon terms and conditions. (each a "Special Property") Company acknowledges that the terms and conditions may affect the suggested tax benefits of a home sale program: (a) any income producing properties or properties with inherent income producing characteristics (including but not limited to properties with mineral rights, properties with commercial businesses and rental properties but not including two family duplexes owned by the Employee, one unit of which is occupied by the Employee); (b) resort properties; (c) mobile homes/manufactured homes; (d) cooperative units; (e) farms; (f) properties with acreage in excess of 5 acres; (g) properties with acreage that does not conform to the immediate area; (h) properties on which clear title cannot be delivered; (i) properties which do not qualify for conventional mortgage financing; (j) properties containing or located by hazardous, toxic or potentially hazardous or toxic containers, materials, chemicals or gases (including but not limited to, radon, underground storage tanks, mold, UFFI, carcinogens, irritants, corrosives, environment hazardous and the like); (k) vacant land; (l) residences that are not Fannie Mae approved or income properties other than two-family dwellings, (m) properties that have EIFS/synthetic stucco exterior finishing; (n) properties in which conditions or circumstances render Property unmarketable and/or which Employee does not or cannot resolve to the satisfaction of SIRVA; (o) properties not zoned for 1-4 family residential; (p) properties that are not insurable under SIRVA's property and general insurance liability coverage for relocation homes; (q) partially completed dwelling; (r) converted properties (not originally residential); (s) Properties where the Employee currently has or has previously had their home on the market; and, (t) properties with building materials commonly known as "Chinese Drywall" or other drywall material with similar characteristics; (u) properties with a most probable sales price of at least one million dollars as determined by the average of the BMA's. For properties with a most probable sales price of at least one million dollars, SIRVA will use reasonable commercial efforts to include the Property in the home sale program if, upon further evaluation, no additional eligibility or cost factors would effect that Property's eligibility under these guidelines or the cost parameters of the program, except that, in such instance, SIRVA reserves the right to propose a modified fee (including a cost plus fee) in order to include the Property in a home sale program.
4. In the event that the Company intends to relocate 10 or more home-owning Employees from the same real estate market within a six-month period (a "Group Move"), the Company shall notify SIRVA as soon as possible of such intent, and pricing and fees for such Group Move may be negotiated based upon the specifications of that move.



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Determining Appraised Value

In accordance with the terms of the Company relocation policy [i.e. a delayed appraisal], SIRVA will obtain appraisals on the Property from two independent professional appraisers, or to the extent the foregoing are not available, real estate brokers.

The average of the two appraisals will be the Purchase Price offered by SIRVA to the Employee. If the lower appraisal varies by more than 5% of the higher, SIRVA will select a third appraiser and the two closest appraisals will be averaged to determine the Purchase Price. SIRVA may disregard any appraisal with a valuation, which it considers to be insupportable. SIRVA may obtain new or updated appraisals and revise the fair market value (i) in the event that the Employee does not accept, by executing, the contract of sale with SIRVA by the forecasted date in the appraisals; or (ii) SIRVA has a reasonable belief that the appraised values may no longer be accurate.

Offer of appraised value

Upon receipt and approval of customary inspections, a radon test or radon guarantee/service agreement, and a title commitment, and in accordance with the terms of the Company relocation policy [i.e. a delayed offer] SIRVA will send the Employee a contract of sale offering to purchase the Property. The Employee will have 60 days from date of the Contract of Sale to accept the offer. In order to assist the Employee in evaluating the offer SIRVA will aid the Employee in securing the information and documents necessary to ascertain the Employee's equity and to establish marketable title.

Appraised Value Transaction

The Employee may accept the appraised value offer at any time in accordance with the terms of the offer and the Company relocation policy. The appraised value offer will be complete upon SIRVA's receipt and acceptance of the signed Contract of Sale prior to the end of 60 day offer period together with all necessary information, required documents, the deed executed by the Employee and owners of record and a satisfactory report on title. Possession of the Employee's Property will be delivered by the Employee to SIRVA or its agent within 30 days from the full execution of the Contract of Sale unless SIRVA agrees in writing to extend this period.

Final Equity Payment (after delivery of Contract of Sale and possession of Property)

Upon receipt of the executed Contract of Sale and delivery of possession of the Property to SIRVA, SIRVA will compute the Employee's final equity and provide Company and Employee a calculation of the Employee's equity (the "Equity Statement"). The Equity Statement will reflect the proceeds of sale which will be the purchase price minus outstanding mortgage balances, minus any other charges or assessments against the property, minus any concessions made to a buyer which are not reimbursable under the Company's policy, plus or minus customary prorations based on the date SIRVA accepts the Contract of Sale or the date the Employee vacates the Property, whichever is later. Upon notification by SIRVA, the Company will send the equity due in accordance with the Billing and Payment terms. Upon receipt of funds, SIRVA will send the Employee and all owners of record the proceeds of the sale.

Amended Offer Transaction

If an Employee, prior to accepting SIRVA's Contract of Sale, receives a bona fide written offer from a ready, willing and able buyer, in an arm's length transaction, in a transaction utilizing common and ordinary terms, conditions, and contingencies at an effective net price which is greater than the Contract of Sale price offered by SIRVA, the Contract of Sale will be amended to the terms set forth in the offer. SIRVA's Amended Contract of Sale will include adjustments for requirements set forth in the Company's relocation policy. SIRVA will amend its Contract of Sale only if the offer is:

- Not subject to any contingencies other than financing;
- Not subject to financing being held by SIRVA;



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- For a fixed dollar price;
- Closing within 60 days;
- Subject to a real estate brokerage commission that is not in excess of the norm for the area; and
- Made by a purchaser which SIRVA is reasonably satisfied can consummate the purchase.

Employee's acceptance of the offer will be complete upon SIRVA's receipt and acceptance of the signed amended Contract of Sale (within the required number of days), necessary information, required documents, deed executed by the Employee and all owners of record and a satisfactory report on title. Possession of the Employee's Property will be delivered by the Employee to SIRVA or its agent by the date of SIRVA's closing with the purchaser.

Marketable Title

If title to the Property is not marketable upon closing of the sale of the Property to a purchaser from SIRVA, the Company agrees to reimburse SIRVA for any loss or damage including reasonable attorney fees incurred as a result of such lack of marketability.

Responsibility for and Maintenance of Residence

SIRVA will be responsible, on Company's behalf, for the Property from the date that SIRVA accepts the Contract of Sale executed by the Employee and all owners of record or the date the Employee vacates the Property, whichever is later, until the date title to the Property is conveyed to purchaser from SIRVA.

If the Employee continues to occupy the Property after the date of acceptance of SIRVA's offer, the Employee will permit SIRVA or its agent's reasonable access for purposes of showing the Property to prospective buyers. Beginning with the date SIRVA becomes responsible for the Property and until title to the Property is transferred to the eventual buyer, SIRVA will:

- Pay all taxes, charges, assessments and utility costs;
- Keep the Property neat, in good repair and redecorate when desirable to improve the marketability of the Property.; and
- Provide comprehensive public liability insurance, fire and extended coverage insurance in adequate amounts with respect to the Property.

Procedure for Selling the Residence

Upon SIRVA accepting the Contract of Sale executed by the Employee and all owners of record, SIRVA will list the Property for sale with a selected real estate broker(s). SIRVA will be free at all times to accept any reasonable offer which it deems satisfactory under prevailing market conditions, unless the offer, net of concessions such as discount points, is less than 90% of the purchase price under the Contract of Sale.

Gain or Loss on Sale

When SIRVA sells a Property for an amount in excess of the purchase price under the Contract of Sale, SIRVA will credit the excess to the Company. When SIRVA sells a Property for an amount which is less than the purchase price under the Contract of Sale, such deficiency will be charged to the Company as a Direct Home Marketing Cost.



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Program Service Description: Home Sale Assistance: Buyer Value Option

(value of Property determined by market)

1. Any Employee Initiated for a Home Sale Program shall be Initiated prior to his or her involvement in real estate activities.
2. Properties eligible for the Home Sale Programs described in this Agreement (each, an "Eligible Property") must meet the following criteria: (a) located in the U.S.; (b) a completed primary, single-family residence, townhouse, two-family duplex, or condominium unit (provided said unit meets FNMA/FHLMC approval), in each case owned and occupied by the Employee (or in the case of a two-family duplex, where the entire property is owned by the Employee and one unit of which occupied by the Employee); and (c) not rendered ineligible by the provisions of Section 3 below.
3. The following properties are ineligible for the Home Sale Programs described herein unless Company and SIRVA agree in writing (including an email) to permit such a property into a home sale program on mutually agreed upon terms and conditions. (each a "Special Property") Company acknowledges that the terms and conditions may affect the suggested tax benefits of a home sale program: (a) any income producing properties or properties with inherent income producing characteristics (including but not limited to properties with mineral rights, properties with commercial businesses and rental properties but not including two family duplexes owned by the Employee, one unit of which is occupied by the Employee); (b) resort properties; (c) mobile homes/manufactured homes; (d) cooperative units; (e) farms; (f) properties with acreage in excess of 5 acres; (g) properties with acreage that does not conform to the immediate area; (h) properties on which clear title cannot be delivered; (i) properties which do not qualify for conventional mortgage financing; (j) properties containing or located by hazardous, toxic or potentially hazardous or toxic containers, materials, chemicals or gases (including but not limited to, radon, underground storage tanks, mold, UFFI, carcinogens, irritants, corrosives, environment hazardous and the like); (k) vacant land; (l) residences that are not Fannie Mae approved or income properties other than two-family dwellings, (m) properties that have EIFS/synthetic stucco exterior finishing; (n) properties in which conditions or circumstances render Property unmarketable and/or which Employee does not or cannot resolve to the satisfaction of SIRVA; (o) properties not zoned for 1-4 family residential; (p) properties that are not insurable under SIRVA's property and general insurance liability coverage for relocation homes; (q) partially completed dwelling; (r) converted properties (not originally residential); (s) Properties where the Employee currently has or has previously had their home on the market; and, (t) properties with building materials commonly known as "Chinese Drywall" or other drywall material with similar characteristics; (u) properties with a most probable sales price of at least one million dollars as determined by the average of the BMA's. For properties with a most probable sales price of at least one million dollars, SIRVA will use reasonable commercial efforts to include the Property in the home sale program if, upon further evaluation, no additional eligibility or cost factors would effect that Property's eligibility under these guidelines or the cost parameters of the program, except that, in such instance, SIRVA reserves the right to propose a modified fee (including a cost plus fee) in order to include the Property in a home sale program.
4. In the event that the Company intends to relocate 10 or more home-owning Employees from the same real estate market within a six-month period (a "Group Move"), the Company shall notify SIRVA as soon as possible of such intent, and pricing and fees for such Group Move may be negotiated based upon the specifications of that move.

Offer

SIRVA will order customary inspections, a radon test or radon guarantee/ service agreement, and a title search/commitment. When an Employee receives a bona fide written offer from an outside buyer, SIRVA will send to the Employee a Contract of



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Sale and any addendum to the Contract of Sale matching the purchase price and terms defined in the offer received. The Contract of Sale will include adjustments for requirements set forth in the Company's relocation policy. SIRVA will provide the Buyer Value Option only if the offer is:

- Not subject to the sale of another home.
- Not subject to financing being held by SIRVA.
- For a fixed dollar price.
- Closing within 60 days.
- Subject to a real estate brokerage commission that is not in excess of the norm for the area.
- Made by a purchaser which SIRVA is satisfied can consummate the purchase.

Acceptance of Offer

Employee's acceptance of the offer will be complete upon SIRVA's receipt and acceptance of the signed Contract of Sale and Addendum to the Contract of Sale (within the required number of days), necessary information, required documents, deed executed by the Employee and all owners of record and a satisfactory report on title. Possession of the Employee's Property will be delivered by the Employee to SIRVA or its agent by the date of SIRVA's closing with the purchaser unless SIRVA agrees in writing to extend this period.

Sale Fall Through

If the purchase agreement with the outside buyer does not close, SIRVA is hereby entitled to any forfeitures defined in the offer, which will be applied as a credit to the Direct Home Marketing Costs (see item 2 of "Payment Obligations of the Company" for definition of Direct Home Marketing Costs) of the Property. The value defined in the Contract of Sale will be the purchase price accepted by the Employee. SIRVA will be relieved from further liability as a result of failure to consummate the offer. If the offer does not close, SIRVA will then market the Property.

Final Equity Payment (after delivery of Contract of Sale and possession of Property)

Upon receipt of the executed Contract of Sale and delivery of possession of the Property to SIRVA, SIRVA will compute the Employee's final equity, sign and return the Contract of Sale and an Employee Equity Statement to the Employee. The Equity Statement will reflect the proceeds of sale which will be the purchase price minus outstanding mortgage balances minus any other charges or assessments against the property, minus any concessions made to a buyer which are not reimbursable under the Company's policy, plus or minus customary prorations based on the date SIRVA accepts the Contract of Sale or the date the Employee vacates the Property, whichever is later. Upon notification by SIRVA, the Company will send the equity due in accordance with the Billing and Payment terms. Upon receipt of funds, SIRVA will send the Employee and all owners of record the proceeds of the sale.

Marketable Title

If title to the Property is not marketable upon closing of sale of the Property to a purchaser from SIRVA, the Company agrees to reimburse SIRVA for any loss or damage including reasonable attorney fees incurred as a result of such lack of marketability.



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Responsibility for and Maintenance of the Residence

SIRVA will be responsible, on Company's behalf, for the Property from the date that SIRVA accepts the Contract of Sale executed by the Employee and all owners of record or the date the Employee vacates the Property, whichever is later, until the date title to the Property is conveyed to a purchaser from SIRVA.

If the Employee continues to occupy the Property after the date of acceptance of SIRVA's offer, the Employee will permit SIRVA or its agent's reasonable access for purposes of showing the Property to prospective buyers. Beginning with the date SIRVA becomes responsible for the Property and until title to the Property is transferred to the eventual buyer, SIRVA will:

- Pay all taxes, charges, assessments and utility costs.
- Keep the Property neat, in good repair, and redecorate when desirable to improve the marketability of the Property.
- Provide comprehensive public liability insurance, fire and extended coverage insurance in adequate amounts with respect to the Property.

Procedure for Selling the Residence

Upon SIRVA determining that the offer obtained by the Employee will not close, the Property will be listed for sale with a real estate broker(s) selected by SIRVA. SIRVA will be free at all times to accept any reasonable offer which it deems satisfactory under prevailing market conditions, unless the offer, net of concessions such as discount points, is less than 90% of the purchase price under the Contract of Sale.

Gain or Loss on Sale

When SIRVA sells a Property for an amount in excess of the purchase price under the Contract of Sale, such excess will be credited to the Company. When SIRVA sells a Property for an amount that is less than the purchase price under the Contract of Sale, such deficiency will be charged to the Company as a Direct Home Marketing Cost.

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Exhibit C

US Domestic Related Services

Candidate Pre-Decision Tour

Upon authorization by the Company, SIRVA shall arrange for, and coordinate with a local third-party provider, a Pre-Decision Tour for the authorized Employee (aka "Candidate"). The objective of the Pre-Decision Tour is to allow the Employee, and family if applicable, the opportunity to gain a basic familiarity with the potential destination location. During this visit, typical neighborhoods, shopping facilities, schools, medical facilities, as well as recreational points of interest, or other locations based upon client-specific needs, are visited. SIRVA can arrange a full or half day tour for this program based upon Company request. All local third-party provider costs will be billed as Expenses, in addition to the SIRVA coordination fee.

Domestic Cost Estimate

Upon Initiation, SIRVA prepares a manual Relocation-Only Cost Estimate, include logistic costs (no tax) covering relocation expenses.

Domestic Cost Estimate utilizing SIRVAConnect Relocation Cost Calculator

This tool provides a very high-level **self-service** relocation-costs-only calculator for domestic relocation costs.

Expense Management and Reporting

Upon authorization, SIRVA will provide the following service:

1. Receive expense reimbursement requests and requests for advances directly from the Employee.
2. Review requests in terms of the Company's policy, ask Company whether requests that exceed Company policy can be approved, and eliminate any amounts outside Company policy that are not approved. Request additional information from the Employee when their reimbursement request is inadequately documented according to the Company's policy.
3. Pay reimbursements and advances that are approved.
4. Inform Company of reimbursements and advances that are approved to pay.
5. Report to the Company monthly.
6. Issue the Relocation Tax Report to the Employee. (Substitutes for the former IRS Form 4782)
7. Provide gross-up information to the Company as applicable.



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SIRVA Move Allocation and Coordination

For those Employees authorized by the Company, SIRVA agrees to manage the Employees' transportation of household goods with a SIRVA-selected E&I Group provider. Under this service, SIRVA may provide any of the following as agreed to between Company and SIRVA upon implementation and as may be modified from time to time. Service changes may result in fee changes:

1. Coordinate the referral of the Employee to the SIRVA-directed E & I Group provider.
2. Convey specific authorizations to SIRVA-directed E & I Group provider.
3. Review invoices for compliance with Company policy terms as identified by Company to SIRVA. If the invoice is non-compliant to policy the SIRVA will arrange with Company as to resolution process for exceptions or refer to Company to resolve. No policy review will be conducted unless Company provides its policy terms to SIRVA for review.
4. Review invoices for compliance with E & I Group contract terms as identified by Company to SIRVA. If the invoice is non-compliant to contract terms, arrange with Company as to resolution process such as short pay or referral to Company to resolve. For the purpose of clarification only, the contract review is with respect to terms provided by Company only, it does not constitute a tariff audit.
5. Pay the Carrier and any third-party household goods related invoices. SIRVA is acting as payment agent only. Company is fully liable to SIRVA for reimbursement of all costs and expenses incurred by SIRVA associated with the invoice payments.

Home finding Assistance

SIRVA will provide counseling throughout the move before, during and after the purchase of the new home. As needed SIRVA will:

1. Review the Company's home finding benefits with the Employee.
2. Contact the Employee to perform a needs analysis regarding lifestyle and housing.
3. Provide the Employee with support materials to assist throughout the move.
4. Discuss real estate agency with the Employee.
5. Arrange for the Employee to work with a Relocation Specialist (agent).
6. Furnish the Employee with information and tools, which assist in performing a school evaluation.
7. Make resources available to the Employee for settling services such as utility hook up services, and neighborhood information.
8. Provide the Employee with purchase guidelines to assist during purchase offer negotiations.
9. Prepare the Employee for the mortgage process.
10. Review purchase agreements, when requested by the Employee, and provide negotiating advice.



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Rental Assistance

Upon initiation, SIRVA will:

1. Contact Employee to perform policy review and a needs analysis regarding lifestyle and housing;
2. Counsel the Employee on areas of consideration during rental process such as:
 - a. Rental applications
 - b. Rental deposits
 - c. Security considerations
 - d. Lease considerations
 - e. Renters insurance
3. Refer the Employee to a certified rental expert. All cost for use of the certified rental expert, including any tour costs will be the obligation of the Company/Employee as set forth in Company policy.
4. SIRVA shall also make the Affinity Program available to such Employee if and when such Employee may elect to purchase a property in the destination location.

SIRVA is not providing legal advice with respect to the assistance with rental considerations or any lease review. SIRVA is providing a general review of key areas of attention based upon its experience in the market and understanding of lease terms.

Temporary Living Assistance/Corporate Housing

This product is intended to serve Employees who require a 30,60,90 day+ stay in the United States or Puerto Rico traditional corporate housing inventory. The management of stays designed to be of a shorter duration or stays where SIRVA is directed by Company to utilize a specific hotel/provider is described under the Hotel Placement Program (HPP) elsewhere in this Agreement.

Upon authorization, SIRVA will:

1. Contact the Employee to complete a needs analysis with regard to housing requirements.
2. Determine the availability of units which best meet the Employee housing requirements.
3. Provide the Employee with the name(s) and location(s) of available unit(s) for their selection.
4. Coordinate furnishings and services for Employee's move-in.
5. Maintain contact with the Employee throughout the Corporate Housing period to coordinate changes, resolve issues and assist with move-out.
6. SIRVA has certain programs whereby SIRVA signs the lease with the Lessor of the temporary housing facility. If SIRVA signs the lease (or any similar temporary housing agreement,) then the Company understands and agrees that SIRVA is doing so only as an accommodation to the Company and Employee. Company is fully liable to SIRVA for reimbursement of all costs and expenses incurred by SIRVA associated with the provision of temporary living accommodations to the Employee.
7. Submit Expenses to Company for payment.



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Hotel Placement Program (HPP)

This product is intended to serve the interim housing needs of Employees who require a less than 30-day stay or stays of any length where SIRVA is directed by Company to utilize a specific hotel or provider.

Upon authorization, SIRVA will:

1. Contact the Employee to complete a needs analysis with regard to housing requirements.
2. Determine the availability of hotels which best meet the Employee housing requirements or contact the provider as directed by Company.
3. Coordinate the hotel booking and reservation process.
4. Provide the Employee with all pertinent information regarding hotel reservation, including the name(s) and location(s) of the booked hotel(s).
5. Maintain contact with the Employee throughout the hotel stay to coordinate changes, resolve issues and assist with move-out.
6. SIRVA will pay all charges related with the stay directly, not including incidental expenses which are billed directly to Employee by hotel. Once SIRVA is billed by hotel, the Company understands and agrees that SIRVA is making payment only as an accommodation to the Company and Employee. Company is fully liable to SIRVA for reimbursement of all costs and expenses incurred by SIRVA associated with the provision of accommodations to the Employee.
7. Submit Expenses and fees to Company for payment.

Departure & Destination Pre-Decision Services

1. Company may request on a case-by-case basis that SIRVA provide the Pre-Decision Program to relocation candidates of Company ("Candidate") or Employee as otherwise authorized. Upon receipt of written (or other agreed upon means of notification) of a request for service (an "Initiation") from Company and acceptance by SIRVA, SIRVA shall provide the Pre-Decision service.
2. For purposes of this Pre-Decision Program, Candidate includes existing employees and prospective employees of Company. Company will be responsible for all fees incurred for the Pre-Decision Program regardless of whether the Candidate is offered or accepts a relocation with Company.
3. Company may make multiple Pre-Decision service requests per Candidate/Employee, each of which shall be considered independent of one another, unless otherwise specified therein. The fee is due and owing upon the initiation of a Pre-Decision authorization. Initiation for Pre-Decision services does not constitute Initiation for any other Program or service nor does the property valuation constitute an eligibility determination for any other relocation program. The property valuation report and results may not be used as a substitute of any appraisals, broker analysis or other evaluation tool in any other relocation program or service.
4. Any additional pre-initiation or destination services or consultation are subject to additional fees and costs to be agreed upon in advance by the parties.



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5. Company acknowledges that SIRVA is not providing any advice or recommendation as to any further action with respect to the relocation of the Candidate/Employee.
6. The property valuation report, and any summaries or calculations contained therein, are confidential and proprietary information of SIRVA or its third-party providers. The Company acknowledges that they are permitted to use the property valuation report provided under this Program solely for use in evaluating the Candidate/Employee's relocation to which the report pertains. Company specifically acknowledges that the report or any information in the report may not be resold, disseminated or otherwise disclosed to any third party other than the Candidate/Employee.
7. It is understood that the results of the property valuation report represent estimated values only. SIRVA and its suppliers make no representations or warranties regarding the values, express or implied including without limitation warranties or conditions of merchantability, fitness for a particular purpose, workmanlike effort, and accuracy, SIRVA's maximum liability for any claim under this service shall be the total fees received by SIRVA on the disputed transaction. In no event shall SIRVA be liable for any indirect, incidental, special or consequential damages arising in connection with any values provided in this or Pre-Decision Program. The provisions of this section shall survive the termination or cancellation of the Agreement.

DEPARTURE PRE-DECISION SERVICES	
<p>Reports are intended to assist in evaluating and making decisions regarding offering or accepting a relocation and other relocation benefit decisions. Significant changes in circumstances, market conditions and benefits may occur between the time of the value estimate and the offer to purchase of any property. The values are not intended to represent final values that may be used during a relocation.</p>	
Products	Program Description
<p>Consulting Service <i>(as stand-alone service)</i></p>	<ul style="list-style-type: none"> • SIRVA contacts Candidate within one (1) business day of receipt of authorization from Company • Review Relocation Policy Benefits and parameters with Candidate (if applicable) <ul style="list-style-type: none"> • If Candidate is a homeowner, preliminary property eligibility review may be conducted as part of policy review. • Eligibility is subject to change upon Initiation for a Home Sale program at SIRVA's discretion in accordance with RSA terms. • If requested or agreed to by Candidate, SIRVA will make a referral to destination area real estate broker. • If requested or agreed to by Candidate, SIRVA will make a referral to SIRVA Mortgage, Inc.
<p>Pre-Decision Plus</p>	<ul style="list-style-type: none"> • Home valuation report to be provided within two (2) business days of receipt of authorization. If SIRVA determines that the AVMs do not provide sufficient data to



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	<p>prepare a satisfactory report, a BMA will be ordered (at no additional charge) and included in valuation analysis. If BMA is included, Company will be notified.</p> <ul style="list-style-type: none"> • If Company requests SIRVA contact with Candidate, Consulting Services to be included at no additional charge. • SIRVA reviews valuation report with Company or Candidate as directed. • The AVM uses computer mathematical equations based on public records or other like data sources, to compile a property valuation. The models used by SIRVA are designed to take into consideration past market trends, factual neighborhood analysis, tax assessments and other factors to determine the most logical value of a home. There is <u>no involvement of an appraiser or person</u> during this process and each company that provides data to SIRVA for the AVM uses their own set of calculations to achieve the suggested value.
<p>Pre-Decision Select</p>	<ul style="list-style-type: none"> • Home valuation report to be provided within seven (7) business days of receipt of authorization. • A BMA will be included that is a desktop review (i.e. review of MLS data), exterior property review, and/or interior property review at the discretion of Company. • If SIRVA determines in its reasonable discretion that AVMs are necessary to support a valuation, then AVMs will be ordered (at no additional charge) and included in valuation analysis. • If Company requests SIRVA contact with Candidate, Consulting Services to be included at no additional charge. • SIRVA reviews valuation report with Company or Candidate as directed.
<p>Pre-Decision Elite</p>	<ul style="list-style-type: none"> • Home valuation report to be provided within fifteen (15) business days of receipt of authorization. • Process includes a drive-by appraisal which is a limited exterior property review by a licensed appraiser. • If SIRVA determines in its reasonable discretion that AVMs or BMAs are necessary to support a valuation, then Company will be notified of such and SIRVA will order (at no additional charge) and include in valuation analysis. • If Company requests SIRVA contact with Candidate, Consulting Services to be included at no additional charge. • SIRVA reviews valuation report with Company or Candidate as directed



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DESTINATION PRE-DECISION SERVICES	
<p>Reports are intended to assist in evaluating and making decisions regarding home purchase in the destination location and other relocation benefit decisions. Significant changes in circumstances, market conditions and benefits may occur between the time of the value estimate and any future sale of the subject property. The values are not intended to represent values to be used in future relocation.</p>	
<p>Pre-Decision Destination</p>	<ul style="list-style-type: none"> • Home valuation report to be provided within two (2) business days of receipt of authorization. If SIRVA determines that the AVMs do not provide sufficient data to prepare a satisfactory report, a BMA will be ordered (at no additional charge) and included in valuation analysis. If BMA is included, Company will be notified. • SIRVA reviews valuation report with Company or Employee as directed. <ul style="list-style-type: none"> • The AVM uses computer mathematical equations based on public records or other like data sources, to compile a property valuation. The models used by SIRVA are designed to take into consideration past market trends, factual neighborhood analysis, tax assessments and other factors to determine the most logical value of a home. There is <u>no involvement of an appraiser or person</u> during this process and each company that provides data to SIRVA for the AVM uses their own set of calculations to achieve the suggested value. • Additional reports are available for properties located within the same multiple listing market. Additional reports to be authorized by Company, not to exceed two (2), unless specific approval by SIRVA, in accordance with pricing set forth in the Agreement.

Home Marketing Assistance *(As a stand-alone service)*

Residences Included:

Properties eligible and ineligible for the HMA program, shall use the same eligibility criteria that apply to the Home Sale Programs

Authorization Procedures:

SIRVA will contact the Employee to obtain pertinent data and recommend two real estate firms to perform market evaluations on the Property in order to establish the most probable sales price.

Once the most probable sales price is established, SIRVA will:

1. Evaluate all information.



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2. Provide the Employee with recommendations on a suggested list price based on competitive listings and sold properties.
3. Identify maintenance and/or repairs to be completed which will enhance the marketability of the Property; and
4. Discuss marketing strategies and procedures to be followed.

Marketing Procedures:

1. SIRVA will finalize work with the Employee and the real estate agent to develop, finalize and implement a marketing plan for the Employee's property. SIRVA will monitor the marketing efforts of the real estate agent and discuss progress with the Employee.
2. SIRVA will consult with the Employee regarding any modifications in marketing strategies to further enhance the marketability of the Property. When the Employee receives an offer to sell the Property, SIRVA will consult with the Employee to assist in negotiating and finalizing the offer.

Lump Sum Management

Upon authorization, SIRVA shall administer a lump sum payment to cover the entire relocation process in accordance with Company's Policy. This one-time lump sum payment would be in place of the individual relocation policy programs and services. In the event Employee's overall relocation expenses are less than amount allowed by Company, the Employee shall retain the savings. Conversely, if the Employee's total relocation costs exceed the amount allowed by Company, additional expenses shall be the responsibility of the Employee. SIRVA shall not be responsible for monitoring, reviewing or auditing any Employee expenses incurred for the relocation.

Extranet Access

SIRVA maintains extranet sites (the "Extranet") accessible to the Company and its Employees. The extranet sites provide the Company and Employees with access to certain information concerning the Company's account with SIRVA and the particular relocation of each Employee.

SIRVA will provide each Employee access to their personal relocation files on the Extranet to allow the Employee to obtain and track information for their particular relocation. The Employee may, at its sole discretion, provide others with access to their Employee file maintained on the Extranet.

SIRVA will provide the Company with access to the Extranet to allow the Company to obtain and track and report on information for the Company's relocation account with SIRVA, including all services, billing and relevant Employee information. The Company may, at its sole discretion, provide Company Representatives with access to the Company information maintained on the extranet site.



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Once SIRVA has provided the initial confidential access information, SIRVA does not restrict, monitor or control access by any Company Representative or Employee to any information regarding the Company or its Employees that is available via the extranet site. Except for improper access being granted by SIRVA, SIRVA is not liable or responsible for any dissemination of Company information to Company Representatives and Employees via the extranet site, and the Company hereby waives any claim for loss or damage arising from access to the extranet site by a Company Representative or Employee.

The Extranet and all information relating to the Extranet in whatever form are Confidential Information of SIRVA. The Company acknowledges that it shall acquire no right, title or interest in or to the Extranet or any element or portion thereof.

Upon termination of this Agreement all rights of Company to access or use the Extranet shall terminate and Company shall immediately discontinue, and cause all Employees to discontinue, the use thereof. Within thirty (30) days after termination of this Agreement, upon the request of SIRVA, Company shall certify to SIRVA in writing that the original and all copies, in whole or in part, in any form, including partial copies of the computer programs and other materials comprising the Extranet and any documentation associated with the Extranet have been destroyed or returned to SIRVA.

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Exhibit D

AFFINITY PROGRAM SERVICES

Objective: To provide a no-cost voluntary discount program to Company and eligible participants as identified by the Company, ("Associates"). that includes access to mortgage, moving & real estate services through a website, toll-free phone number and dedicated service delivery team provided by SIRVA for services within the United States.

SIRVA Responsibilities:

1. Provide customized materials and communication support for the program.
2. Provide a toll-free phone number, website & services delivery team.
3. Designate a SIRVA Account Manager for the program.
4. Provide quarterly usage report as requested by Company.

Company Responsibilities:

1. Provide Associates with access to the program services & discounts available through SIRVA through intranet links and other agreed upon access channels.
2. Provide SIRVA with an internal contact person for the program.
3. Work with SIRVA to determine the launch & communication plan for the program (i.e. intranet site, new hire kits, bulletin boards, company newsletters, email etc...)
4. Notify SIRVA immediately upon cancellation

Product offer:

Home Buying and Selling Assistance:

- Access to real estate agents from a SIRVA selected network of national and local experienced relocation professionals
- Program provides cash, of \$50 for every 10,000 of home value, on both the purchase and sale of a home (where permitted by law) after closing.
 - For example, if an associate sells a \$200,000 home and buys a new home of comparable value, the associate would receive \$2,000 cash back.

Home Mortgage Financing:

- Professional mortgage counseling to help Associates select the best home finance options
- Wide range of mortgage products to support a purchase or refinance.
- Competitive rates and reduced closing fees
- Program offers \$300 credit toward closing costs.
- Mortgage program is offered through SIRVA Mortgage, Inc.

Moving Services:

- One-stop access to two of the nation's largest and most respected moving brands – Allied and North American Van Lines
 - Professional move counseling and in-home surveys
 - Full quality assurance processes and service evaluations



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- On-time delivery guarantee (SIRVA will pay \$150 per diem if move delivery date is missed due to no fault of the consumer.)
- Full-service move savings
 - Competitive price on interstate moving, packing and storage
 - Enhanced in-transit valuation protection

Program Details

This program is not available to associates who receive full-service relocation benefits (i.e.: Home Sale Assistance)

This program is available to all remaining Company associates, family members, and referrals

The Program or portions thereof may not be available in all states

In certain states the law requires that the real estate award be paid as a closing cost credit or in the form of reduced realtor commissions/fees

Mortgage approvals are rendered based on individual associate credit qualifications

Intrastate and local move discounts will vary by area, based on local tariffs

Terms & Conditions:

1. The product offer is subject to change at the discretion of SIRVA. SIRVA will provide Company with notice of any product offer changes.
2. Either party may cancel the Program. Upon cancellation, SIRVA will continue providing the Program to Associates currently participating in the Program.
3. The SIRVA privacy policy is located at: <https://www.sirva.com/en-us/privacy-policy>
4. The Affinity service is a referral and product availability channel managed by SIRVA. SIRVA will use reasonable commercial standards in the industry to evaluate third parties to add for referred services. SIRVA may refer to affiliates for the referred services. No Associate is obligated to use any service under the Program.
5. No license or control is granted to use SIRVA's name or logo except in conjunction with the programs hereunder and the marketing of the programs as provided or approved by SIRVA. The programs offered hereunder are the exclusive programs of SIRVA and may only be used in connection with the services offered hereunder in conjunction with SIRVA. The compilation of each vendor network used by SIRVA is the exclusive property and trade secret of SIRVA and may only be used in connection with the services offered hereunder in conjunction with SIRVA. The programs and any licenses to use names and logos created hereunder may be cancelled at any time by SIRVA. However, cash back refunds will not be cancelled on signed real estate contracts or mortgagee lock in agreements.
6. SIRVA nor its respective associates, agents and representatives shall not be deemed to make or have made any representations or warranties as to the fitness of the Program for a particular purposes or the accuracy of completeness of any information furnished pursuant to the Program. No representation or warranty is made with respect to any third-party services to which the Employee may be referred. Company Associate must evaluate the information provided and make decisions based upon their own best interest, priorities, and concerns. SIRVA is not providing legal advice with respect to the assistance with any selection or decision process herein. SIRVA's maximum liability to Company for any claim under the Program shall be the total fees received by SIRVA on the disputed transaction and is subject to deduction for any amounts paid to or on behalf of the Associate from whose transaction the claim arose.



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Exhibit E Global Products & Services

Product or Service Category	SIRVA Management Fees (in USD)	Description of Service
Policy Design	TBD based upon scope of work	SIRVA can provide a fully developed written policy for global mobility which will include proven best practices gleaned from our extensive experience with clients in all industries and countries. Includes one-time customization of the document to ensure it meets your company's specific needs.
Pre-Decision Trip Coordination	\$175 + Expenses	The pre-decision trip allows the assignee and family the opportunity to gain a basic familiarity with their potential destination. During this visit, expatriate neighborhoods, shopping facilities, schools, medical facilities, as well as recreational points of interest are visited. We recommend a minimum of one day for this program but can arrange for multiple-day programs.
Cost Estimates	<p>\$350 (Relocation Expenses Only for International Moves, Domestic U.S., & Domestic Canada CP's)</p> <p>\$550 (Full Assignment Cost Estimate, without tax components)</p> <p>\$750 (Full Assignment Cost Estimate, with tax components)</p> <p>(each estimate to include 2 revisions, if run within 90 days of original request)</p> <p>\$ 250 for each additional revision after free ones</p> <p>+ Expenses, if applicable</p>	<p>Manual Relocation-Only Cost Estimates include logistic costs, but no on assignment allowance calculations</p> <p>Assignment Cost Estimate based on client provided:</p> <ul style="list-style-type: none"> • Assignment policy • Assignment length • Home / Host City • Salary & Family Size • Data Tables (AIRINC, ECA, or Mercer) <p>Domestic Cost estimates based on:</p> <ul style="list-style-type: none"> • Relocation policy • Home / Destination City • Salary & Family Size • Includes supplemental rate table option of tax calculation



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Product or Service Category	SIRVA Management Fees (in USD)	Description of Service
<p>Global Cost Estimator Tool, (GCE) Long term, Short Term, or Perm International Move only. No Intra Country.</p>	<p>\$150 per Cost Projection (without Tax)- unlimited revisions to original CP</p> <p>\$200 additional for Tax calculation – 2 free revisions to original Tax calculation if run within 90 days of original request</p> <p>Customizations to GCE tool at additional cost</p>	<p>High Level Self-service Detailed Cost Estimate web-based tool aligned to client's:</p> <ul style="list-style-type: none"> • Assignment policy • Assignment length • Home / Host City, (100+ cities available) • Salary & Family Size • Client provided Data Tables (AIRINC, or Mercer) <p>Utilizing SIRVA relocation cost data tables</p>
<p>SIRVAConnect Relocation Cost Calculator</p>	<p>No charge to SIRVA Clients</p>	<p>Very high-Level self-service relocation costs only calculator, no assignment allowances</p> <ul style="list-style-type: none"> • Domestic US relocation costs • International cross border and assignment relocation costs
<p>Balance Sheet Preparation <i>(Stand Alone Service – also included in Ongoing Compensation Administration)</i></p>	<p>\$500 per balance sheet;</p> <p>\$250 per updated balance sheet</p>	<ul style="list-style-type: none"> • Create balance sheet at initiation of assignment as well as when changes to compensation occur • Assignment allowances and deductions recalculated per policy and data subscription • Includes: <ul style="list-style-type: none"> ○ Base Salary ○ Recurring allowances and deductions ○ Hypothetical tax (per your Tax provider or \$250 fee if SIRVA prepared, for 88 countries. (Other countries pricing TBD) ○ Local Currency Conversion
<p>Assignment Letter Preparation</p>	<p>\$300 – with client policy</p> <p>\$1000 -- without client policy</p>	<p>SIRVA will produce a comprehensive Letter of Assignment (LOA) outlining all Employee benefits while on assignment. After client sign off, we present LOA to your assignee and/or HR representative, answer any queries, and obtain the assignee's signature on your behalf.</p>



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Product or Service Category	SIRVA Management Fees (in USD)	Description of Service
Assignment Management Coordination	\$715 per long-term assignee \$570 per short-term assignee \$570 per permanent move	<ul style="list-style-type: none"> Comprehensive needs analysis to determine policy approved assignee's support requirements Policy consultation to assignee SIRVA coordinates service and manages vendors Single point of accountability SIRVA provides feedback for HR department
Home Country Departure Services (Lease Termination)	\$165 + Expenses	Assistance in terminating lease
Relocation Employee Expense Management	\$475 (to include 3 - 5 expense reports) + Expenses	Expatriate relocation expense report-audit and reimbursement. <ul style="list-style-type: none"> Gross up calculations if applicable Year-end processing and reporting
Homefinding Services	\$380 (Long-Term Assignment/Permanent Move) \$190 (Short-Term Assignment) + Expenses	Arranged through a qualified, pre-screened destination services provider in the host country, services include: <ul style="list-style-type: none"> Review of assignee's housing needs Home finding assistance and standard lease negotiations
Candidate Assessment	\$165 + Expenses	Managing the application of candidate assessment tools
Temporary Living	\$165 + Expenses	Arranging short term living in host location
Cross Cultural Training Coordination	\$165 + Expenses	Arranging training in home or host locations
Language Lessons	\$165 + Expenses	Arranging lessons in home or host location



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School Search	\$165 + Expenses	The school search program includes identifying suitable schools, arranging visits to local and international schools, assistance in completing the applications and scheduling testing. This is typically a one to two-day program.
Spousal/Partner Assistance	\$225 + Expenses	This service is designed to allow the spouse/partner of the assignee, as set forth in Company policy, to continue either working or using and honing their skills in some meaningful way while they are living in their new country. For countries where the spouse/partner is allowed to work, assistance is provided in obtaining work in the field of interest of the spouse. This would include assistance with resumes / CVs, interviewing skills in that country and finding potential employment opportunities. If the rules and regulations of the country do not allow the spouse/partner to work, the service will assist them in finding volunteer work which will continue to develop their skills, or in finding continuing their education to expand their skills. This service is provided by a SIRVA preferred provider.
Immigration and Visa Assistance	\$285 + Expenses	SIRVA provides visa and immigration assistance for the relocating Employee through a contracted law firm that specializes in global visa and immigration procedures and has a network of offices around the globe.
Immigration and Visa Renewals	\$240 + Expenses	SIRVA provides visa and immigration renewal assistance for the relocating Employee through a contracted law firm that specializes in global visa and immigration procedures
Global Household Goods Moving and Storage	\$450 (utilizing client-direct carrier) \$0 (utilizing SIRVA Move Management)	Full move management and monitoring



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	+ Expenses	
Orientation & Settling-in Services	\$165 + Expenses	Includes the co-ordination of the following: <ul style="list-style-type: none"> • Area tour to introduce assignee to life in the host community • Utility connection • School search • Local registration • Establish banking services • Special interest as defined by the assignee
Ongoing Policy Administration	\$ 120 per month	<ul style="list-style-type: none"> • Management and communication of all ongoing policy benefit and changes • Proactive “pulse check” on a quarterly basis throughout assignment • Support and assistance with on-assignment issues
Ongoing Compensation Administration	\$300 per month, per Assignee + Expenses, if applicable	<p><u>BALANCE SHEET PREPARATION</u></p> <ul style="list-style-type: none"> • Create balance sheet at initiation of assignment as well as when changes to compensation occur • Assignment allowances and deductions re-calculated per policy and data subscription <p><u>PAYROLL INSTRUCTIONS:</u></p> <ul style="list-style-type: none"> • Balance Sheet Preparation • Home / Host Payroll Instructions Each Pay Cycle <ul style="list-style-type: none"> ○ Currency Conversions ○ Base salary plus all recurring and one-time allowances ○ Hypothetical taxes (per your provider) ○ Split Payrolls



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Product or Service Category	SIRVA Management Fees (in USD)	Description of Service
		<ul style="list-style-type: none"> ○ Shadow Payrolls ● Ongoing reporting to tax provider ● Ongoing reporting to Pay Agent and HR <p><u>PAYROLL RECONCILIATION:</u></p> <ul style="list-style-type: none"> ● Collect actual pay run results from pay agent ● Reconcile amounts instructed versus amounts paid ● Confirm success or escalate issues as agreed <p><u>ASSIGNEE COUNSELING</u></p> <ul style="list-style-type: none"> ● Review of assignment compensation elements ● Notification and explanation of compensation changes
Certificates of Coverage (CoC) Coordination	\$250 per application or renewal	<p><u>Administration of CoC's</u></p> <ul style="list-style-type: none"> ● Application for U.S. CoC's ● Coordination with Tax Provider for Rest of World CoC's ● Tracking and reporting of CoC status globally
Compensation Collection <i>(Stand Alone Service – also included in Ongoing Compensation Administration)</i>	\$125 per month, per Assignee	<ul style="list-style-type: none"> ● Collect worldwide compensation from internal and external sources ● Create consolidated report mapping local pay codes to corporate chart of accounts
Traveler 360	<p>Full Analysis of all travelers (as designed by Company) \$15,000 to \$30,000 per year depending on frequency of review per year, e.g. monthly, quarterly, semi-annual or annual</p> <p>Enrollment in ongoing tracking of identified travelers \$150 per year</p>	<p><i>Analysis — identification process</i></p> <ul style="list-style-type: none"> • Place all travel data into PinPoint technology to determine each traveler's level of risk based on pre-determined tax threshold logic. • Interpret reports/results and provide consultation based on findings. <p><i>Ongoing Tracking</i></p> <ul style="list-style-type: none"> • Monitor client-identified travelers at a pre-determined frequency.



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		<ul style="list-style-type: none"> • Interpret reports/results and provide consultation based on findings. <p>Immigration Assessment Capability</p> <ul style="list-style-type: none"> • Available at \$82 per traveler per assessment completed + additional implementation fee to be determined based upon scope
Tax Equalization Administration	<p>\$350 per Assignee, per year for coordination, collection, tracking and reporting</p> <p>\$125 additional fee to apply (per payment) if Company requests SIRVA to pay TEQ to Assignee, (\$0 if we instruct Company Payroll to pay)</p> <p>\$125 per year, per Assignee for tracking and reporting only - no TEQ payments or collection needed</p> <p>These fees are for SIRVA authorized files, if Transition/ previously closed file, these fees may need to be adjusted including File Set up fee</p>	<p>Administer the findings of the Client's Tax Provider TEQ analysis, either collecting any due monies from the Assignee or paying the Assignee any monies Assignee overpaid.</p> <p>*Note: TEQ payments to Assignee are <i>not</i> the same service as Tax Payments to taxing authorities, and thus, not included in this pricing. (\$175 per Tax payment if via wire/ check; if SIRVA needs to involve local payment coordinator, additional direct Expense may apply. Additionally, if tax payments requested, funding discussions must be conducted and shall be agreed upon by the parties)</p>
Ongoing Financial Management Services	<p>\$600 per annum (\$50 per month) + Expenses</p>	<p>Payment and tracking of on-assignment expenses, such as rent, home leave, and school fees.</p>
Repatriation Management	<p>\$570 + Expenses</p>	<p>SIRVA will provide:</p> <ul style="list-style-type: none"> • Comprehensive needs analysis to determine policy approved assignee's support requirements • Policy consultation to assignee • Supplier coordinates services and manages vendors



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Product or Service Category	SIRVA Management Fees (in USD)	Description of Service
		<ul style="list-style-type: none"> • Single point of accountability
Repatriation Employee Expense Management	\$475 (to include 3 - 5 expense reports) + Expenses	Repatriation relocation expense report-audit and reimbursement. <ul style="list-style-type: none"> • Gross up calculations if applicable • Year-end processing and reporting
Host Country Departure Service	\$380 + Expenses	Arranged through service provider in country. Services can include the co-ordination of: <ul style="list-style-type: none"> • Lease termination • Deposit recovery • Termination of utility accounts and memberships • Cancellation of any local authority registrations
File Transition/Takeover Fee	\$470 + Expenses	To be charged for SIRVA acceptance of in-process transaction Employee assignment services transferred to SIRVA
Cancellation Fee	\$240 + Expenses incurred	A cancellation fee will be charged to the client if a move is cancelled after contact has been made with the assignee

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GLOBAL SERVICES BUNDLE PRICING		
Bundle Service Category	SIRVA Management Fees (USD)	Description of Services Included
Bundled Service Long Term (Option 1)	\$1,760 + Expenses	Includes the following SIRVA Assignee Services: <ul style="list-style-type: none"> • Assignment Management • Expense Management (to post) • Visa & Immigration assistance • Household Goods Moving & Storage Coordination • Destination Services (Homefinding / Rental Assistance)
Bundled Service Long Term (Option 2)	\$2,280 + Expenses	Includes the following SIRVA Assignee Services: <ul style="list-style-type: none"> • Assignment Management • Expense Management (to post) • Visa & Immigration assistance • Household Goods Moving & Storage Coordination • Destination Services (Homefinding / Rental Assistance, Area Orientation, and Settling-in Service Assistance) • Cross Cultural Training Coordination • Spousal Assistance
Bundled Service Short Term	\$1,600+ Expenses	Includes the following SIRVA Assignee Services: <ul style="list-style-type: none"> • Assignment Management • Expense Management (to post) • Visa & Immigration assistance • Household Goods Moving & Storage Coordination • Destination Services (Homefinding / Rental Assistance, Area Orientation, and Settling-in Service Assistance)
Bundled Service Permanent Move	\$1,780 + Expenses	Includes the following SIRVA Assignee Services: <ul style="list-style-type: none"> • Assignment Management • Expense Management (to post) • Visa & Immigration assistance • Household Goods Moving & Storage Coordination • Destination Services (Homefinding / Rental Assistance, Area Orientation, and Settling-in Service Assistance)