


Annex 5: Damage Policy

For ALL Chemical Emergency Spills, Leaks, Fires, Exposures or Accidents the 24/7 Emergency telephone number must be called.

The emergency telephone number is mentioned on the shipping documents, MSDS and/or product labels.

 **In case you cannot connect to the 24/7 Emergency number, call Odyssey Swift Solutions directly and immediately. Mobil phone numbers of employees that are available 24/7 are provided with the contact sheet.**

Immediately after contacting the 24/7 Emergency number, LSP /driver shall advise Odyssey Quality & EHSS team of the occurrence of the spill, leak, fire, ... accident. Email and phone numbers of Odyssey Quality & EHSS team are provided with the contact sheet.

Purpose of this policy is to provide LSPs instructions on how to report and treat damages when these occur to the goods during collection, in transit and upon delivery.

Note that in all below described cases or circumstances, LSP must contact Odyssey Swift Solutions immediately. Depending on the issue, Odyssey will contact the client to check what can be done to resolve the issue in order to avoid or limit extra costs/issues.

1. Upon collection

Driver shall attend and witness the loading when allowed, respecting the site safety rules. In case driver notices that goods are damaged or got damaged during loading, the driver shall inform the operator and ask for removal of the damaged package/pallet.

Driver shall ensure that proper load securing conform to the regulations is applied. In case driver has doubts about the pallet stability and/or cannot guarantee safe transit, driver shall inform the operator and request e.g. extra protection, extra shrink-wrapping, goods replacement, etc.

Upon collection driver signs off CMR for the receipt of (full) quantity of goods in good condition. In case the driver is not allowed to witness the loading, or driver has doubts about the pallet stability and/or cannot guarantee safe transit, the driver shall make a reservation on the CMR.

2. In transit

In case of cross-docking LSP shall handle all goods with care and avoid any kind of damage. When goods are damaged during cross-docking due to unsafe handling, the LSP shall report immediately towards Odyssey Operations Team that damage occurred.

LSP is advised to provide full details of the damage/leakage by completing and/or using the (question) list provided in bullet-point 3. on page 2.

Digital photographs shall be made available to evaluate the damage.

Damaged goods shall not be delivered towards the customer unless an approval has been granted by Odyssey Operations/Quality Team (after having verified with the customer).

Damaged goods will NEVER BE REPAIRED by the LSP . Depending on the nature of the damage as well as the location of the damage, and when the safety of the operator/driver is not put at risk, LSP will be asked to:

- Remove the damaged material from the pallet, re-wrap the pallet, modify the shipping documents showing the correct quantity and deliver to the customer.
- Return the pallet and collect fresh material (as quickly as possible).

IMPORTANT NOTE: *In case damage occurs after office working hours, the LSP will hold the pallet with the damaged material and deliver only the pallets in good condition. Pallets with damaged goods shall not be delivered to the customer. LSP shall inform Odyssey Operations Team first thing the morning of the next day.*

3. Upon delivery

Driver shall witness the unloading. In case the driver is not allowed to witness the unloading, driver is advised to make a reservation on CMR before asking the customer to sign off.

In case damage is noticed upon delivery, driver could document the damage and provide the supporting document immediately to Odyssey with copy of the POD/CMR/delivery note showing the reservation.

IMPORTANT NOTE: *In case damage occurs after office working hours, the LSP will hold the pallet with the damaged material and deliver only the pallets in good condition. Pallets with damaged goods shall not be delivered to the customer. LSP shall inform Odyssey Swift Solutions Operations Team first thing the morning of the next day.*