



SERVICE PROVIDER SCOPE OF WORK

for

Global Household Goods Contract (GHC)

Rev 001, dated 26 July 2023



1. Service Provider Duties.

1.1 Scope of Work. The Service Provider shall provide all personnel, supervision, training, licenses, permits and equipment necessary to perform tasks as identified herein for household goods relocation transportation and Storage-In-Transit (SIT) warehouse services worldwide for HomeSafe. The initiation of Service Provider's relocation services shall begin upon receipt of move order from HomeSafe. As assigned by HomeSafe, the Service Provider shall prepare, pick-up, and deliver shipments for relocation transportation and storage, and shall deliver personal property no later than the required delivery date (RDD) in accordance with (IAW) Defense Transportation Regulations (<https://www.ustranscom.mil/dtr/dtrp4.cfm>) (DTR), Joint Travel Regulations ([Joint Travel Regulations \(dod.mil\)](https://www.dod.mil/jtr))(JTR)), Personal Property Consignment Instruction Guide [United States Transportation Command \(ustranscom.mil\)](https://www.ustranscom.mil/ppcig) (PPCIG) Volumes 1 and 2, and all other applicable regulations.

1.2 Personnel Administration

1.2.1 Background Checks/Records. Prior to engaging in any services identified herein, the Service Provider shall ensure a background check is conducted (at Service Provider expense), IAW industry standard, for all persons performing under this contract whose role involves interacting with a customer or handling or transporting shipments. The Service Provider shall provide employment records to HomeSafe upon request, to the extent allowed by law. HomeSafe has the right to prevent certain employees from performing under the contract due to an unfavorable background check.

1.2.2 Workforce Requirements. The Service Provider shall ensure all persons interacting with customers under this contract on and off base meet the specific requirements for local installation access as listed in DoD Manual 5200.08 (see <https://www.esd.whs.mil>). The Service Provider shall ensure all employees remain trained and qualified in their assigned duties. English shall be the only language used with regard to this contract for written correspondence, discussions, and other business transactions. Smoking / Vaping is prohibited in the customer's residence or within 50 feet of personal property during all phases of shipment and storage. The Service Provider shall ensure all employees and lower-tier subcontractors are free from possession of and not under the influence of drugs or alcohol while in a customer's residence or handling a customer's personal property.

1.2.3 Customer Interaction. At least one crewmember or warehouse employee, where applicable, shall be fluent in English for the purposes of customer interaction. and all personnel shall be clean and neat and be easily identifiable as company employees. The Service Provider shall replace any individuals exhibiting unprofessional behavior, when requested by the customer or a government representative.

1.2.4 Driver Identification/Qualification Requirements. The Service Provider shall ensure all drivers who perform under this Subcontract are qualified and licensed in accordance with local, state, federal, and foreign country or international laws.

1.3 Pre-Move Services.

1.3.1 Scheduling. HomeSafe Alliance shall schedule shipment relocation services during customer counseling by US Government and On Order by HomeSafe. Service Provider will be available to provide pack, pickup and delivery services on dates provided by HomeSafe and agreed to by Service Provider at Task Order acceptance. Service Provider must deliver shipment NLT the Required Delivery Date (RDD). Shipments will not be scheduled for pickup or delivery on Non-Government Business Days, U.S. Federal holidays, or foreign national holidays unless there is a mutual agreement between the customer/government and the HomeSafe Alliance.



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1.3.2 Changes to Schedule. The Service Provider shall accommodate all requests for a change of schedule that are received prior to delivery. Examples [not all inclusive] for changes to schedule may include termination of shipment, rescheduling of pickup/delivery dates, diversion of shipment to a different destination, more than one pickup location for a shipment, more than one delivery location for a shipment.

1.3.3 Cancellations. The Service Provider shall accommodate shipment cancellation up to the day of scheduled packing or pickup without cost or obligation to HomeSafe, provided packing has not begun.

1.3.4 Installation Scheduling. The Service Provider shall complete all scheduled pickups and or deliveries in accordance with specific installation or facility requirements. Any delay due to personnel disqualification from specific installation access or failure to follow published access guidelines is considered an unacceptable delay.

1.3.5 Shipment suitability. If, prior to pick up, the shipment is determined to be in a condition that makes it likely to permeate, contaminate, or otherwise cause damage to other HHGs or equipment, the Service Provider will coordinate with HomeSafe as soon as the condition is identified.

1.3.6 Documentation. The Service Provider shall prepare digital inventory using HomeSafe Connect and retain accurate and legible documentation (written and/or electronic) which reflects the true condition of all household goods. The Service Provider shall maintain a digital record of the location of all personal property shipments. Documentation shall include, but is not limited to, weight estimates, inventory sheets, warehouse receipt, warehouse exception sheets, pickup and delivery confirmations, certified weight tickets, entitlement and any changes to such, customer notifications, record of loss and damage, claims, and record of all correspondence between Service Provider and customer as well as Service Provider and HomeSafe. For high value inventory (HVI) serial numbers shall be included in the digital inventory. The Service Provider bears burden of proof against claims of all types (failure to perform, damage, loss, etc.). The Service Provider shall provide copies of all shipment documentation to HomeSafe, and NTS warehouse provider when appropriate.

1.4 Weight Estimates.

1.4.1 Pre-Move Survey. Pre-move Survey's will be assigned by HomeSafe. If Service Provider is assigned to perform Pre-move Survey, HomeSafe Connect shall be utilized.

1.5 Physical Move.

1.5.1 Inventory. The Service Provider shall prepare all shipment inventories electronically using the HomeSafe Connect system. The Service Provider shall separately weigh or cube and annotate Professional Books, Papers & Equipment (PBP&E), Organizational Clothing and Individual Equipment (OCIE), and required medical equipment in accordance with government regulations. The Service Provider shall ensure that electronic inventories provide customers with ability to view and contest exception markings and provide a duplicate unalterable and signed electronic copy prior to departing the residence. The verification process will be conducted through HomeSafe Connect.

1.5.1.1 HomeSafe Connect shall be utilized 100% of the time to electronically collect inventory and condition information for each customer's shipment. Serial numbers from electronics, major appliances, firearms, and other items shall be scanned for accurate collection and documentation. If requested, a hard paper copy inventory shall be provided to the customer.

1.5.1.2 Each item, crate, and carton shall be affixed with a unique barcoded sticker label and tag number to enable in-app scanning and enhance load and delivery inventory confirmation. No items shall be loaded on the truck unless the item has been barcoded and inventoried. At destination, each item or carton shall be scanned as it is unloaded from the truck to ensure all pieces are delivered. Potential options for Service Provider to obtain these barcoded sticker



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labels include, but is not limited to, J.J. Keller & Associates (www.jjkeller.com), atlasRFIDstore (www.atlasRFIDstore.com) and Budnick Converting (www.budnick.com).

1.5.2 Organizational Clothing and Individual Equipment (OCIE). OCIE is clothing and equipment issued to the customers for use in the performance of duty. It is common for customers to personally purchase items for use in their duties that appear to be OCIE items but are not. These items are commonly referred to as “personal kit”. The Service Provider shall request that the customer identify personal kit items. The Service Provider shall separate personal kit items from OCIE for inventory and claims purposes. The Service Provider shall conduct an inventory of OCIE at pack-out and delivery. The Service Provider shall identify OCIE as “M-PRO” on the inventory.

1.5.3 Packing/Loading. Service Provider shall prepare, pack, unpack, load and unload all personal property to protect all real and personal property against loss or damage. The Service Provider shall disassemble items only to the extent necessary for shipment and the Service Provider shall be responsible for subsequent reassembly of all original pieces.

1.5.3.1 Packing Materials. The Service Provider shall provide packing materials that are new or in sound condition, except in the case when the customer has provided original or specially designed packaging that the Service Provider has inspected and accepted as being as good or in sound condition. When allowed, and if material is not new, all marks pertaining to any previous shipment must be obliterated. The Service Provider shall use furniture pads or other appropriate materials to wrap or protect all other items not packed in boxes, containers, or cartons. The use of any type of protective material does not reduce the level of Service Provider liability for any lost or damaged items. New packing material must be used for mattresses, box springs, linens, bedding, and clothing.

1.5.3.2 Accessibility. The Service Provider is not required to remove or place property in an attic, crawl space or similar storage area and is not required to enter areas that: (1) are not accessible by a permanent stairway (ladders are not considered a permanent stairway). (2) are not adequately lighted; (3) do not have a finished floor; or (4) do not allow a person to stand erect.

1.5.3.3 Unaccompanied Baggage. Due to weight entitlement limitations and the nature of items authorized to be shipped in an unaccompanied baggage (UB) shipment (i.e. personal clothing and effects, essential cooking and light housekeeping items, collapsible cribs, playpens, and baby items; and excluding major appliances or furniture), requirements to pack/unpack, disassemble/reassemble and make a one-time placement of items isn't as extensive as it would be when shipping household goods, which includes larger volumes and more complicated goods such as furniture. Unaccompanied baggage shall be packed/unpacked in accordance with the Joint Travel Regulation.

1.5.4 Items Requiring Government Pre-Approval. The following services (**Crating** and **Shuttles**) must be approved by HomeSafe prior to performance.

1.5.4.1 Crating. Upon approval, the Service Provider shall perform crating services for items such as mirrors, paintings, glass or marble tabletops and similar fragile articles, and taxidermy when crates are not provided by the customer or when the customer provided crates are not serviceable. This does not include cases, footlockers, passenger bags, cartons, boxes, tri-wall containers, liftvans, and barrels that may be placed in a cargo transporter (commercial sea vans; container express cargo transporters and other transoceanic cargo transporters) for ocean or air transport. The customer retains ownership of all crates.

1.5.4.2 Shuttles. Upon approval, the Service Provider shall perform shuttle services to pick up or deliver shipments when the origin or destination delivery location is inaccessible due to building



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design, nonexistent or inaccessible roadway, inadequate or unsafe public or private road, overhead obstruction, deterioration of roadway due to rain, flood, or snow; construction, or other obstacles preventing the linehaul truck from accessing the pickup or delivery location. A shuttle is a truck-to-truck transfer between a larger and smaller vehicle (or vice versa) that allows for safe pickup or delivery from the nearest safely accessible point to the pickup or final delivery, not a truck-to-warehouse or warehouse-to-truck transfer.

1.5.5 Restricted Items. The Service Provider shall not knowingly provide service for any item defined as restricted by law, policy or agency of the U.S. Government or any foreign entity in an international point-to-point move.

1.5.6 Shipment Preparation for Non-Temporary Storage (NTS). The Service Provider shall prepare and load property going into NTS in containers at residence for shipment to NTS. The Service Provider shall seal all containers, using tamper-proof seals, at the residence. Power-driven equipment, motorcycles, boats, trailers, over size items, and overstuffed furniture may be shipped uncrated.

1.5.6.1 All cartons and wrapping material shall be in new or sound condition and adequate for the use employed. New packing material must be used for mattresses, box springs, linens, bedding, and clothing. After packing, cartons must be closed and sealed by taping lengthwise at all joints. Cartons shall have a minimum average bursting strength of 200 pounds per square inch and dish packs shall have a minimum average bursting strength of 350 pounds per square inch. Cartons should be stacked in an upright position to minimize crushing, with the exception of mattress cartons. Plastic containers (tote or similar) and similar types of containers shall not be used. However, if items are packed by the customer in plastic or similar type containers, the Service Provider may pack these containers in an approved carton if a carton is available that will accommodate the container. If the plastic container cannot be packed in an approved carton, the Service Provider shall empty and pack the contents into an appropriate approved carton.

1.5.6.2 Linens, towels, bedding, draperies, and other items of this type shall be packed into wardrobe type cartons and be completely sealed. Clothing shall not be stored in closet bags. Hangers must be removed from clothing packed in flat wardrobes.

1.5.6.3 All mattresses and box springs, except those in hide-a-beds or sofa beds, must be placed in cartons and completely sealed.

1.5.6.4 Upholstered furniture, to include wicker and wood frame with cushions, shall be placed right side up on all legs in suitable containers covered by plastic or paper and secured with tape, shrink wrap or equivalent materials so that nothing touches or presses against the upholstery. Removable cushions shall be packed with the master pieces.

1.5.6.5 All rugs, rug pads and carpets shall be properly rolled (not folded) and covered by paper and secured with tape or equivalent materials.

1.5.6.6 All firearms shall be identified to the NTS provider upon delivery to the storage facility.

1.5.6.7 All articles shall be removed from chests of drawers, bureaus, clothes hampers, and other similar items.

1.5.6.8 Nothing shall be packed in washers, dryers, refrigerators, freezers, stoves, or other major appliances except such items as electrical cords, connecting hoses and similar items that are required as an integral part of the appliance in its normal operation.

1.5.6.9 The Service Provider shall verify that power-driven equipment, boats, and motorcycles have been drained of all gasoline; the cables disconnected from the battery terminals; and the



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cable ends secured and protected with electrical tape. Batteries may be shipped with the power-driven equipment. The Service Provider shall verify boat drain plugs have been removed and if not permanently attached to the boat, placed in a cloth bag, and tied to the boat. Motorcycle keys will remain in the customer's file to facilitate handling and movement.

1.5.7 Pickup. The Service Provider shall pickup all pieces of a shipment on the scheduled pickup date. The shipment is not considered an on-time pickup if the Service Provider changes the date at any time without prior approval from HomeSafe.

1.5.7.1 Pickup and Delivery of Containerized NTS Shipments. The Service Provider shall be responsible for packing, pickup, and delivery of NTS shipments. The Service Provider shall coordinate with HomeSafe to determine the warehouse location for each shipment.

1.5.7.2 Transfer of Custody. When custody of a shipment is transferred to or from the Service Provider to another Service Provider, the Service Provider transferring custody shall furnish the Service Provider receiving custody a digital copy of the HomeSafe Connect shipment inventory, high value inventory, exception sheet (Rider) and weight tickets. A joint inspection shall be performed at any point liability for shipment transfers to or from the Service Provider and another service provider or the customer at no cost to HomeSafe. In the event a difference of opinion arises between the transferring and receiving Service Providers regarding shortage, overage or condition of any element of the inventory, the Service Providers shall annotate such discrepancies accordingly. If no new damage or loss is discovered, the inspection documents shall state "no differences noted." The absence of any annotation beside an inventory item denotes that the container, and items, were received in good condition. The Service Provider shall sign and date the completed inspection documents, obtain a signature from and provide a completed copy to the receiving party, and retain a copy for the customer's file.

1.5.7.2.1 The Service Provider shall prepare an exception sheet (Rider) noting the external condition of all containers upon receipt and or release from another service provider. The Service Provider shall provide a digital copy of the HomeSafe Connect shipment inventory, high value inventory, exception sheet (Rider) and weight tickets to the receiving party. The Service Provider shall provide a legible copy of exception sheets to the government, as requested.

1.5.8 Hours of Operation. The Service Provider shall not begin pickup or delivery at the customer's residence before 0800 hours or after 1700 hours without prior approval of the customer or HomeSafe. The Service Provider shall provide information to HomeSafe on the afternoon preceding the scheduled pickup or delivery as to whether the service will be performed in the morning (0800 to 1200) or in the afternoon (1200 to 1700) of the following day. The Service Provider shall not begin any service that will not allow completion by 2100 hours without prior approval of the HomeSafe. Shipments will not be scheduled for pickup or delivery on Non-Government Business Days, U.S. Federal holidays, or foreign national holidays unless there is a mutual agreement between HomeSafe and the Service Provider. Unless otherwise stated, all references to "days" are government business days (GBD). IAW the DTR, a GBD is defined as a business day (i.e., Monday through Friday) that is not a federal holiday.

1.5.9 Transport. The Service Provider shall transport shipments, including non-standard shipments as detailed below under Non Standard Processes, from origin to destination to ensure delivery by the RDD as determined by the maximum transit times stated below:



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Domestic Maximum Transit Times					
	WEIGHT (LBS)				
	1 - 999	1000 - 1999	2000 - 3999	4000 - 7999	>= 8000
DISTANCE (MILES)	MAXIMUM TRANSIT TIME (CALENDAR DAYS)				
1-250	9	8	7	6	5
251-500	12	11	8	7	6
501-750	15	13	11	10	8
751-1000	17	15	12	11	9
1001-1250	17	14	12	11	10
1251-1500	18	15	13	12	11
1501-1750	19	16	14	13	12
1751-2000	19	18	15	14	13
2001-2250	20	19	17	15	14
2251-2500	21	19	18	16	15
2501-2750	22	20	19	17	16
2751-3000	23	21	19	18	17
3001-3250	24	22	20	19	18
3251-3500	25	23	21	19	19
3501-3750	26	24	22	21	19
3751-4000	27	25	23	22	20
4001-4250	28	26	24	23	21
4251-4500	29	27	25	24	22
4501-4750	30	28	26	25	23
4751-5000	31	29	27	26	24
5001-5250	29	27	25	24	23
5251-5500	30	28	26	25	24
5501-5750	21	29	27	26	25
5751-6000	31	30	28	27	26
6001-6250	32	31	29	28	27
6251-6500	33	31	30	29	28
6501-6750	34	32	31	30	29
6751-7000	35	33	31	31	30
NOTE: For shipments to and from Alaska, transit times are constructed as follows:					
a. For shipments to and from Anchorage, Fairbanks, and all other Alaska points (except Adak, Kodiak, Juneau, Ketchikan, Sitka and other cities located in the vicinity of these cities), ADD an additional 10 days for time in port to the applicable days shown above.					
b. For shipments to and from Adak, Kodiak, Juneau, Ketchikan, Sitka and other cities located in the vicinity of these cities ADD an additional 20 days for time in port to the applicable days shown above.					



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1.5.10 The Service Provider retains responsibility for all tractors, trailers, and other equipment to include all maintenance and repair and shall obtain and maintain appropriate operating authorizations and vehicle registrations. These operations authorities will be for both inter and intra-state and inter and intra-country movements.

1.5.11 The Service Provider shall follow the procedures outlined in Appendix D; Non-Standard Processes as applicable.

1.5.12 Weight Tickets. The Service Provider shall obtain certified, legible, and unaltered weight tickets for each shipment or piece of a shipment if transported separately by weighing on a certified weight scale as defined in the CFR Title 49, Part 375.103. Weighing shall be conducted as defined in the CFR Title 49, Part 375.509 and comply with all applicable local, state, federal, and foreign country laws. The Service Provider shall retain all weight tickets, and make the information contained therein available to the customer and the government. All weight tickets must be certified by the weigh master accompanied by valid signature, and shall contain name and location of scale, date, all weight entries (tare, gross and net weights), task order number, and bill of lading number. All invoices presented to collect any shipment charges dependent on the weight transported must be accompanied by true copies of all weight tickets obtained in the determination of the shipment weight. For partial NTS shipment release, the Service Provider shall provide certified weight tickets to the NTS service provider, and HomeSafe. When a NTS shipment is released from storage, all invoices shall be based on the lowest weight of all weight tickets for that NTS shipment. This includes handling, delivery, and reweigh tickets.

1.5.13 Reweighs. When requested by the customer or HomeSafe, the Service Provider shall conduct a reweigh before the actual commencement of unloading for delivery. The Service Provider shall reweigh any shipment or combination of shipments where the customer has been identified as exceeding or being within 10% or closer to their total weight entitlement. The Service Provider shall accommodate HomeSafe when requested to witness a reweigh, by providing the location and the date/time to give a reasonable opportunity for the interested parties to be present. When a reweigh is performed, the Service Provider shall invoice on the lesser of the two weights. In the event the Service Provider fails to perform a reweigh, the Service Provider will be limited to invoicing at the customer's remaining total weight entitlement for all shipments, or the weight documented on a certified weight ticket(s), whichever is less.

1.5.14 Safeguarding PII for International Shipments. IAW Homeland Security Customs and Border Protection guidance for safeguarding Personally Identifiable Information (PII), the Service Provider shall ensure its associated port agents, overseas general agents, and other responsible parties do not include shipper's Social Security Number (SSN), shipper's rank/grade, the words "DOD Personal Property, DOD Shipment or Military Shipment," or the Bill of Lading (BL) number are not entered in the "Marks and Numbers," "Description of Goods," or any other fields in the Automated Manifest System (AMS) or the Automated Commercial Environment (ACE).

1.5.15 Delivery. The Service Provider shall deliver and unload all pieces of a shipment as scheduled by the RDD. The Service Provider shall provide unpacking and reassembly services unless waived by the customer in writing.

1.5.15.1 Unpacking and Re-assembly. Unloading and unpacking at destination includes the one-time laying of rugs and the one-time placement of furniture and like items in a room or dwelling designated by the customer or their representative. All articles disassembled by the Service Provider or originating from NTS shall be reassembled. If hardware is missing, the Service Provider shall obtain appropriate hardware to reassemble. On a one-time basis, all barrels, boxes, cartons, and crates shall be unpacked (upon request) and the contents placed in a room designated by the customer. This includes the one-time placement of articles in closets, cabinets, cupboards, or on shelving in the kitchen when convenient and consistent with safety of the article(s) and proximity of the area desired by the customer but does not include arranging the articles in a manner desired by the customer.



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1.5.15.2 Debris removal. All debris incident to the packing, unpacking, loading, or unloading of the delivered shipment shall be removed on the date(s) of delivery, unless otherwise waived by the customer. If debris removal is not waived and electronically acknowledged by customer and debris removal was not performed on the day of delivery, any subsequent debris removal shall be at Service Providers expense.

1.5.15.3 Storage-in-Transit (SIT). If the customer is not available to accept the shipment in accordance with the Inbound Shipment Notification (See Inbound Shipment Notification under Reports/Notifications) requirements, the Service Provider may be authorized to place the shipment in SIT. The Service Provider's period of SIT eligibility begins on the First Available Delivery Date (FADD) and ends by the 5th day after the requested delivery date from storage or the actual delivery date, whichever is earlier.

1.5.16 Storage. Service Provider shall provide warehouse storage facilities to accommodate SIT as required in accordance with all local, state, federal, and country fire, safety, and construction codes, standards, and ordinances, ensuring that all stored shipments are adequately protected. For SIT facilities residing in a multi-occupancy structure, the SIT provider's storage area will be separated from other occupants of the building by a firewall or partition having a fire resistance rating sufficient to protect the warehouse from the fire exposure of the other occupant. The minimum separation will be a solid wall or partition, without windows, doors, or other openings, having a fire resistance rating of not less than one hour. The construction, upkeep, purchase, lease or rental of any commercial structure, land, or equipment for the storage facility shall be the responsibility of the Service Provider. Service Provider shall prevent exposure of all shipments to vermin, dust, mold, mildew, moisture, hazardous chemicals, as well as prevent exposure to extreme heat, cold, humidity, and direct sunlight.

1.5.16.1 Shipment Hostage. The Service Provider and all lower-tier subcontractors performing services under this contract acknowledge that holding shipments hostage is a violation of USC Title 37, Section 453, at subparagraph (c)(5) which provides, "No carrier, port agent, warehouseman, freight forwarder, or other person involved in the transportation of property may have a lien on, or hold, impound, or otherwise interfere with the movement of baggage and household goods being transported under this section."

1.5.16.2 Facility Requirements. All SIT facilities shall maintain at least an operational Class 3 supervised detection and reporting system. All facilities shall meet all requirements for insurance rate credit by the Insurance Services Office (ISO) or other cognizant fire insurance rating organization for other than wood frame or pole building and shall provide a fire wall separation resistance rating sufficient to protect the warehouse from the fire exposure of another occupant. If host country standards, practices, or customs conflict with SIT standards, exceptions may be granted by HomeSafe through coordination with the Client. All storage facilities shall be located above the 100-year flood plain for the area.

1.5.16.3 Damage Mitigation. In the event a shipment is damaged because of any one of the excluded causes listed in Master Service Agreement Terms, Section 6.2., Exclusions from Liability, the Service Provider shall take reasonable steps to mitigate the extent of the damage. Additionally, the Service Provider shall undertake specific mitigation steps as directed by HomeSafe. The Service Provider may be determined liable for additional damage resulting from failure to mitigate the extent of the damage. The cost of any such mitigation efforts will be deducted from the Service Provider's maximum liability.

1.5.16.4 Possible Contamination. The Service Provider shall contact HomeSafe when containers show signs of possible contamination, for example water saturation or mold growth on the exterior. The Service Provider shall continue shipping operations to a location as determined by the Service Provider and HomeSafe.



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1.5.16.5 Delivery of Uncontaminated Items. The Service Provider shall deliver any uncontaminated items to the destination.

1.5.16.6 Items Suitable for Remediation. The Service Provider shall provide pictures and an inventory of each category, salvageable & non-salvageable, if requested by MCO or HomeSafe.

1.5.16.7 Shipment Inspection. The Service Provider shall offer the customer an opportunity to inspect the shipment and remove items of sentimental or special value at the owner's discretion in coordination with the responsible Government Quality Assurance Evaluator (QAE) or Contracting Officer Representative (COR). Before removal of any items, the Service Provider may require the customer to release them from personal injury liability for exposure to mold.

1.5.16.8 Disposal of Contaminated Items. The Service Provider is responsible for appropriately disposing of the un-remediated portion of the contaminated items.

1.5.16.9 Delivery of Remediated Items. Before delivery, Service Provider shall notify the customer and destination QAE or COR that the items have been remediated, are ready for delivery, and provide a reasonable opportunity to inspect the remediated items before delivery begins.

1.5.16.10 Customer elects to inspect remediated items. If the customer does not accept the remediation on any item during the inspection, that item will be separated from the accepted items. If the Service Provider agrees with the customer that those items are unacceptable, the Service Provider shall deliver the accepted items and process claims on the unacceptable items for compensation at FRV. If the Service Provider disagrees with the customer on any item, the Client will make a final determination.

1.5.16.11 Customer declines to inspect remediated items. If customers refuse delivery of remediated items after delivery of those items begins, the Service Provider shall transport those items to a storage facility at the Service Provider's discretion.

1.5.16.12 Mold Remediation. Services for mold remediation will normally be at the expense of the Service Provider, however, service payments may be authorized when the HomeSafe or Client determines the mitigating Service Provider is not liable for the damage. Service Provider shall request the service authorization from HomeSafe.

1.5.16.13 SIT for Remediation. SIT before and during remediation on all other shipments shall be at the expense of the Service Provider unless HomeSafe determines the Service Provider is not liable.

1.5.16.14 Disposal after payment in lieu of remediation. HomeSafe will approve payments for Service Provider's disposing of mold contaminated items when payments have been made to the customer in lieu of remediation and the Service Provider has exceeded their maximum liability on the shipment.

1.5.16.15 Inconvenience Claims. Service Provider may be liable for an inconvenience claim until the items are available for delivery.

1.6 Reports/Notifications.

1.6.1 Weight Notifications. The Service Provider shall update HomeSafe Connect with the actual weight of each shipment within one (1) GBD of shipment pickup, or prior to delivery or placement into SIT, whichever is earlier.



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1.6.2 Inbound Shipment Notification. The Service Provider shall notify and confirm with HomeSafe no later than twenty-four (24) hours in advance of shipment delivery. The Service Provider shall not deliver a customer's personal property to SIT without HomeSafe's approval.

1.6.3 Disposition of SIT Warehouse Converted Shipments. HomeSafe acknowledges there may be circumstances where the Service Provider may seek to dispose of property converted to customer's expense. Before doing so, the Service Provider must seek authorization from the customer by way of a notarized authorization to dispose of the property. If authorization is not obtained, the Service Provider shall follow all applicable local, state, and federal laws when disposing of lots converted to customer's expense.

2. Non-Standard Processes

This section provides guidance on shipments or services that require non-standard processes, including special procedures, atypical handling or involvement by the Client.

2.1 Hard-lift Location Procedures. The non-standard locations included in this section require government support as indicated, including the continued use of the Defense Transportation System, in order for the Service Provider to provide the relocation services. These instructions are subject to change. The Personal Property Consignment Instruction Guide (PPCIG) contains specific country clearance information and other shipping details. HomeSafe reserves the right to designate additional hard-lift locations, and offer alternative shipping methods to the Service Provider, based on changing economic or geopolitical factors. The Service Provider shall only be responsible for origin and destination services and delivery to and from the appropriate port. The Client will be responsible for routing between the port of embarkation (POE) in one theater and port of debarkation (POD) in another theater.

2.1.1 Outbound Procedures. The Service Provider shall pickup shipments at the Military Terminal shown on the Transportation Control Movement Document (TCMD) or otherwise advised by HomeSafe. The water and aerial ports designated for movement of shipments out of these Hard-lift Locations are identified below.

2.1.2 Inbound Procedures. The Service Provider shall deliver shipments to the Military Terminal shown on the TTCMD for the locations that are identified below.

2.2 Naval Station Guantanamo Bay (NSGB), Cuba.

2.2.1 For unaccompanied baggage (UB) shipments: Service Provider must route using a DD- 1384 TCMD to avoid refusal at terminal via Norfolk (NGU), Virginia for airlift to Cuba using Military Air.

2.2.2 For shipping motorcycles to Cuba as HHGs, utilize normal crating procedures. A DD-1384 TCMD must accompany shipment to avoid refusal at terminal.

2.3 Diego Garcia (listed as British Indian Ocean Territory)

2.3.1 For UB shipments: Service Provider must route using a DD-1384 TCMD to Diego Garcia (NKU) using Military Air. The TCMD must be marked for member and unit of assignment.

2.3.2 Household good items, including furniture items are prohibited. Oversized furniture and nonessential items should be placed in non-temporary storage at origin through the duration of members' overseas Diego Garcia tour.

2.4 Kwajalein Atoll, Marshall Islands.

2.4.1 For HHG and UB shipments: Service Provider must route using a DD-1384 TCMD.



2.5 Thule, Greenland.

2.5.1 For HHG and UB shipments: Service Provider must route using a DD-1384 TCMD.

2.6 Delivery from Hard-Lift Locations. The Service Provider shall pickup shipments from designated locations for shipments inbound from hard-lift locations within three (3) government business days upon notification of shipment availability, and shall be delivered to the customer by the RDD determined by established transit times from port to customer's delivery location, which will not exceed the maximum times allowed as detailed above in the Domestic Maximum Transit Times chart.

2.7 Boat and Mobile Home Shipments

2.7.1 Boats: The Service Provider shall perform the separate shipment of boats when approved by HomeSafe and applicable for: privately owned boats or personal watercraft (including but not limited to canoes, kayaks, dinghies, row boats, jet skis, and sculls) with or without an associated trailer; over 14 feet in length or over 6 feet 10 inches in width or over 6 feet 5 inches in height. Boats or personal watercraft equal to or less than the above dimensions shall be shipped with household goods and will not be considered a separate shipment.

2.7.2 Mobile Homes: The Service Provider shall ship mobile homes when approved by HomeSafe, and that meet the following definition: A mobile dwelling, which includes manufacturer installed contents, constructed or converted for use as a principal residence and designed to be moved overland, either self-propelled or by towing. This includes a single or double-wide with or without expandable rooms. If the mobile home exceeds the manufacturer's recommended gross weight for shipment, HomeSafe shall advise the customer that the weight must be reduced to the recommended gross weight limit.

2.8 Service-Directed Special Moves.

2.8.1 BLUEBARK and Wounded Warrior. BLUEBARK designates a personal property shipment of a deceased service member or employee. Wounded Warrior designates a personal property shipment of a service member who has been ordered to a hospital with expected prolonged treatment. The Service Provider shall follow the procedures outlined in Service-specific regulations in the handling of BLUEBARK and Wounded Warrior shipments. Additional information is available in JTR 052010, HHG Transportation Due to Medical Travel or the Death of a Service Member.

2.8.1.1 HomeSafe will provide Service Provider with the following documentation required to arrange a BLUEBARK or Wounded Warrior Shipment:

- Letter of designation of Command Representative for effecting personal property.
- Documentation showing the Next of Kin (NOK)/ legal recipient designating a delivery address and contact info.
- Copy of Report and Casualty (DD 1300) with a line of accounting or Memorandum from Casualty Affairs with line of accounting data.
- When NOK, heir or legal representative is known, the Command Representative, as the liaison for the NOK, heir, or legal representative, requests shipment or non-temporary storage of the household goods through HomeSafe.

2.8.2 Safe Moves: If a personal property shipment requires a Safe Move, as defined in the JTR (including Sensitive Shipments and Witness Protection Shipments), the Service Provider shall follow Service-specific regulations if applicable. The Service Provider and Contractor shall ensure the protected individual's shipment record is masked for protection and the protected individual is the only one who can access or be provided shipment details.

2.8.3 Expedited Shipments. In exceptional cases, there may be requirements for expedited services



Service Provider Scope of Work

on a shipment, to include use of commercial or military airlift. Requirements for expedited shipments will be identified in a task order issued by HomeSafe.