

EMPLOYEE HOUSEHOLD RELOCATION SERVICES



Guide to Employee Household Move and Responsibilities



BC MAIL PLUS
A BRANCH *of* SHARED SERVICES BC

ABOUT OURSELVES2

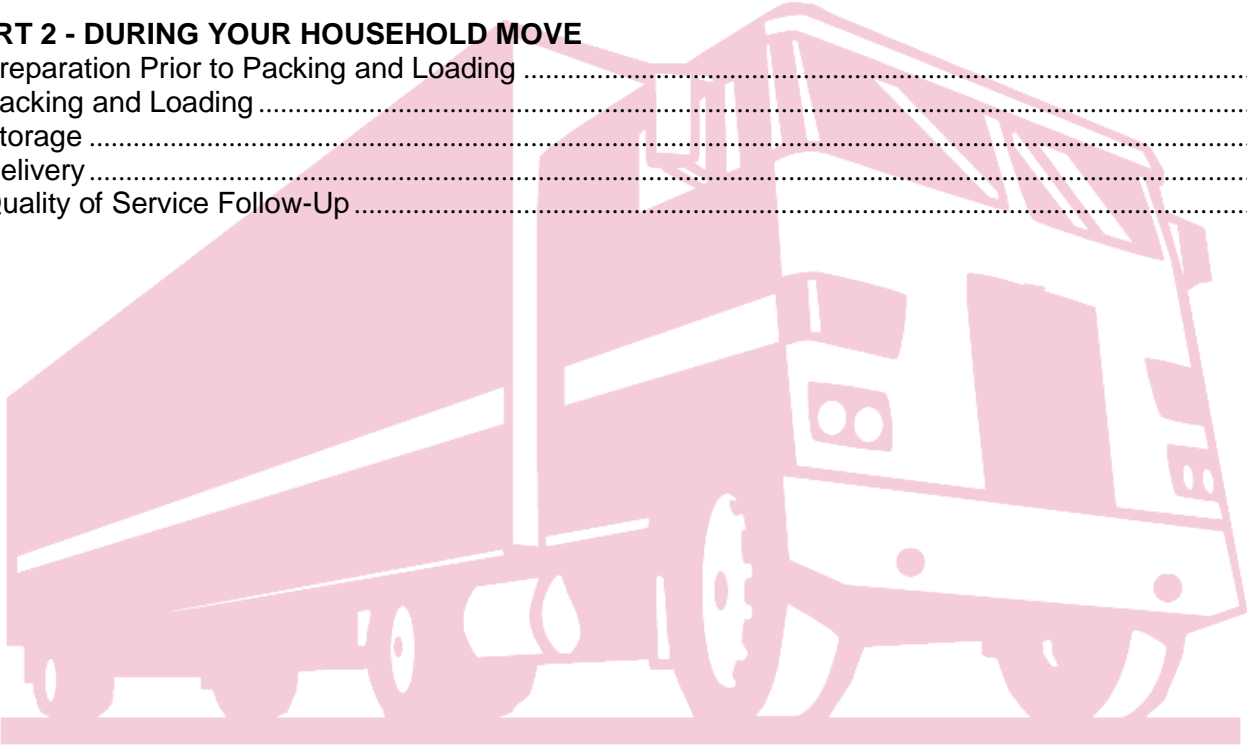
IT'S YOUR MOVE3

PART 1 - ARRANGING YOUR HOUSEHOLD MOVE

- Beginning Your Household Move4
- When Your Moving Firm Representative Calls4
- Arranging Packing, Loading and Delivery Dates.....5
- Packing Options6
- Storage Options.....7
- Insurance (Transit Protection).....7
- Non-Admissible Items and Services8
 - 1) Non-Admissible Items8
 - 2) Non-Admissible Services.....8

PART 2 - DURING YOUR HOUSEHOLD MOVE

- Preparation Prior to Packing and Loading9
- Packing and Loading9
- Storage10
- Delivery10
- Quality of Service Follow-Up11



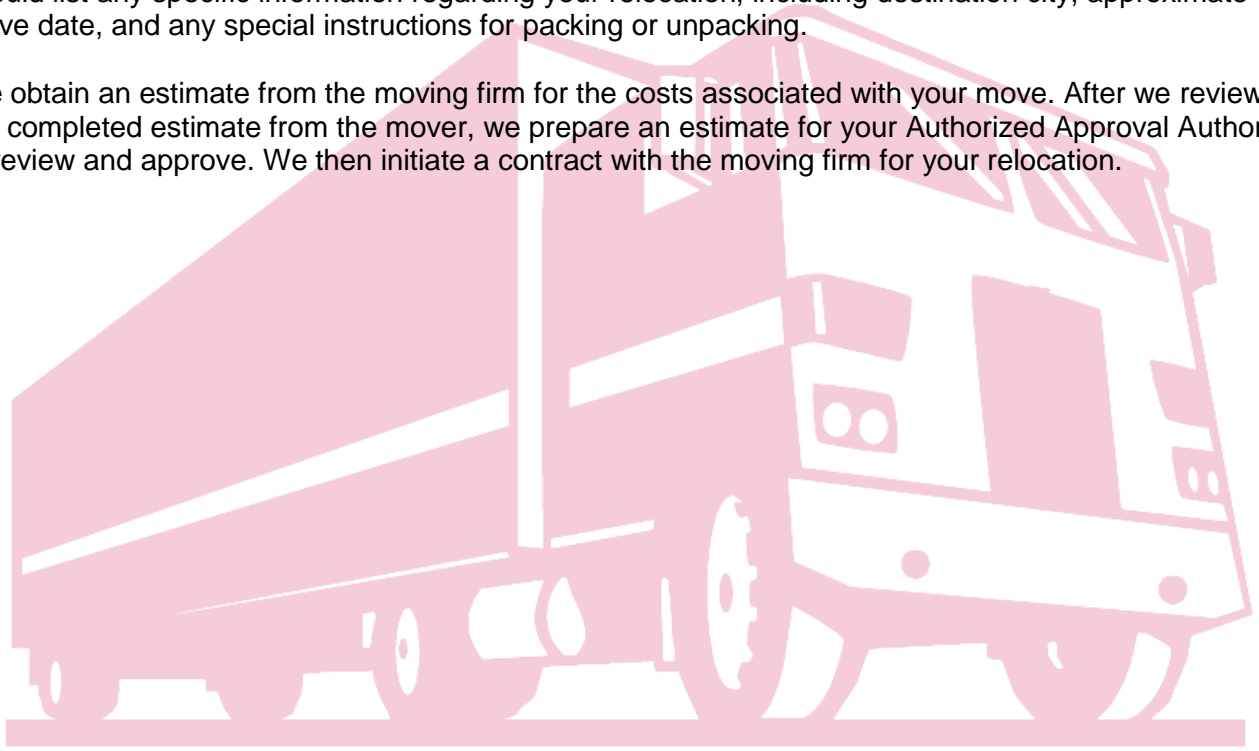
ABOUT OURSELVES

Employee Household Relocation Services is part of BC Mail Plus, a branch of Procurement and Supply Services, Shared Service BC within the Ministry of Technology, Innovation and Citizens' Services. We operate a Province wide program administrating contracting services for the moving and storage of government and broader public sector employees' household effects.

We have established Corporate Service Agreements (CSA) with five major Van Lines. The moving firms on our moving firm register are preapproved, have facility inspections, and their quality of service is reviewed through our service quality program.

The move process begins when the Approval Authority for your organization sends an **Employee Move Authorization** form (Fin191) by fax or e-mail to our office. The Employee Move Authorization form should list any specific information regarding your relocation, including destination city, approximate move date, and any special instructions for packing or unpacking.

We obtain an estimate from the moving firm for the costs associated with your move. After we review the completed estimate from the mover, we prepare an estimate for your Authorized Approval Authority to review and approve. We then initiate a contract with the moving firm for your relocation.



IT'S YOUR MOVE

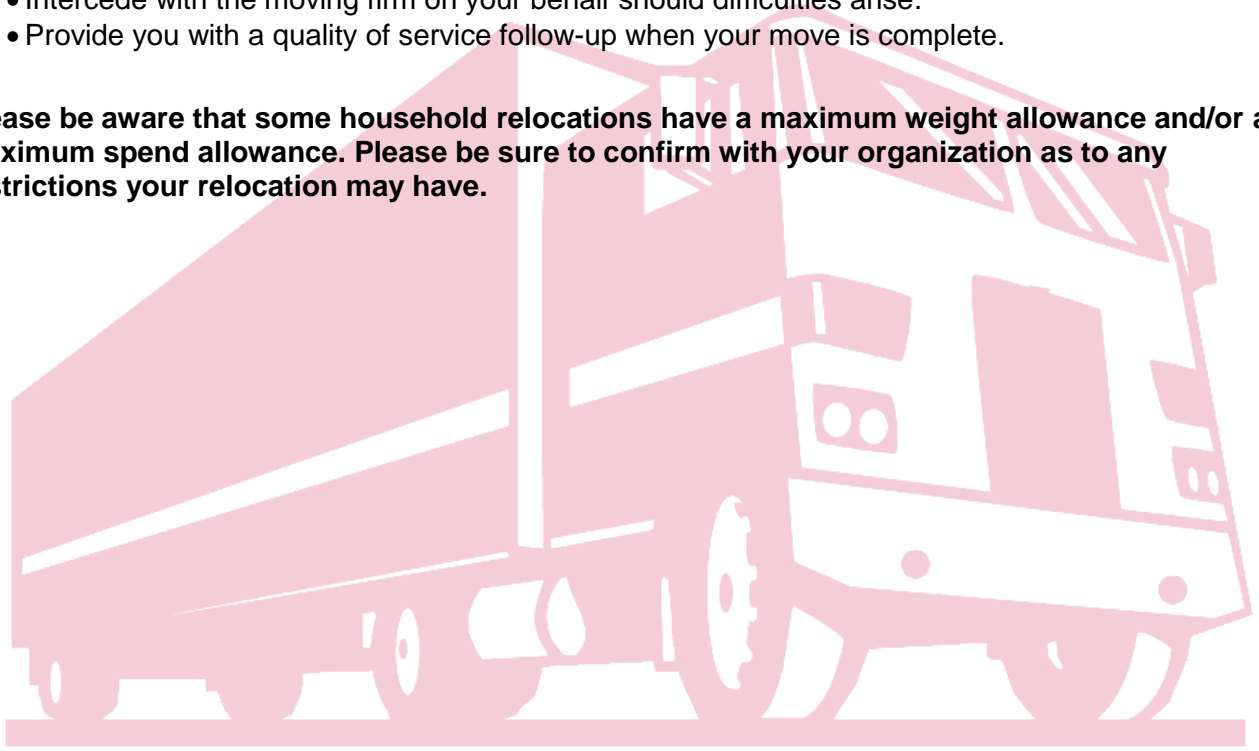
Whether you are planning your first move, you have not moved for many years, or you relocate often, a household relocation can be an exciting and sometimes daunting experience.

Your move is important to Employee Household Relocation Services. We are here to assist you in ensuring your move goes smoothly, and this guide is designed to provide the information you will need to prepare for your household move. While the information in this brochure is not inclusive, we ask that you call us with any questions that you have about your household move. We are available to answer your questions about this guide and any special circumstances that may apply to your move.

We will:

- Contact a moving firm from our register of approved movers to arrange for an estimate.
- Work with the moving firm from issuing the contract to paying the invoice.
- Intercede with the moving firm on your behalf should difficulties arise.
- Provide you with a quality of service follow-up when your move is complete.

Please be aware that some household relocations have a maximum weight allowance and/or a maximum spend allowance. Please be sure to confirm with your organization as to any restrictions your relocation may have.



PART 1 ARRANGING YOUR HOUSEHOLD MOVE

Beginning Your Household Move

After we receive the signed Employee Moving Authorization form from the Approval Authority for your relocation, the move is registered and an approved moving firm is assigned. Moves are assigned on a rotational basis and an assignment may only be changed if you have previously experienced difficulty with the allocated moving firm.

We will contact you and inform you of which moving firm has been assigned, and ask questions pertaining to your move. The questions allow us to give you specific instructions related to the goods that will be moved and the services that will be provided. This information also assists us in evaluating the accuracy of the estimated costs provided by the mover.

We will have the moving firm contact you to arrange an estimate of your household goods at your convenience.

When Your Moving Firm Representative Calls

In most cases, a representative from the moving firm will visit your home to estimate the weight of the household goods. It is important to ensure that **all household goods** to be moved are discussed and articles of special concern are addressed. A visual estimate may not be possible if your home is far from the assigned moving company's office, or if you are already residing in your destination town and no one is available to oversee the estimate at your origin address. If an in-home estimate is not possible, the moving firm representative will go through an over the phone estimate with you. If you have a maximum weight allowance pertaining to your relocation, the moving firm will be able to give you a rough weight estimate at this time. If you are over your allowance, the moving firm can provide a rough quote on your personal cost and/or suggest alternatives.



As insurance (transit protection) for your household goods will be purchased from the moving firm, this is an excellent time to ask questions about the insurance policy.

It is important to know:

- limits to the insurance coverage especially as it applies to works of art
- exemptions from the policy
- move documents required to institute a claim for damage or loss
- time limits for making a claim
- third party appliance and electronic service requirements prior to relocation

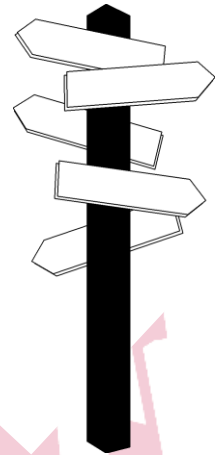
Arranging Packing, Loading and Delivery Dates

You **must** arrange packing, loading and delivery dates so that either you or your representative is present during the entire process. Otherwise, the moving firm may not be liable for any damage or loss that could occur during those times.

The moving firm's services are to be performed between the hours of 8:00 a.m. and 5:00 p.m. PST Monday to Friday inclusive (excluding statutory holidays). Arrangements to have the moving firm provide services outside of these hours should be made through mutual consent between yourself and the moving firm, and **must not result in additional charges, such as overtime**. If this cannot be avoided then your organization's Approval Authority will have to approve this additional cost.

The moving firm is allowed a specified number of days to make delivery of your household goods at your destination address; this is called the Transit Time Guide.

- The "Transit Time Guide" (TTG) is our negotiated standard that dictates the latest delivery date. The number of days between pickup and delivery depends upon the size of the load, the distance to destination, and the difficulty of servicing the origin and destination locations.



Changes in packing, loading and delivery dates/times are often necessary, particularly in the busier spring and summer months. **Please ensure that Employee Household Relocation Services are made aware of any changes to the existing arrangements during the course of your move.** It is also imperative that you keep the moving firm updated with your contact information so they can advise you of any scheduling changes or updates.

If you cannot receive your household goods prior to a specific date or time, it is essential that our staff and the moving firm are informed so that a "not before" date can be specified on the move contract. If the "not before" date extends the delivery past the transit time for your move, storage charges may be payable. We may ask you to try to adjust possession dates to avoid storage charges.

Packing Options

Packing may not be included as part of your move allowance. However, the following information is provided to help you decide a packing method.

Option 1: Full Pack by the Mover

A full pack by the mover includes materials and labor to pack and unpack.

Option 2: Self-Pack

You purchase packing material from your assigned moving firm. Rates for packing materials are available from the moving firm.

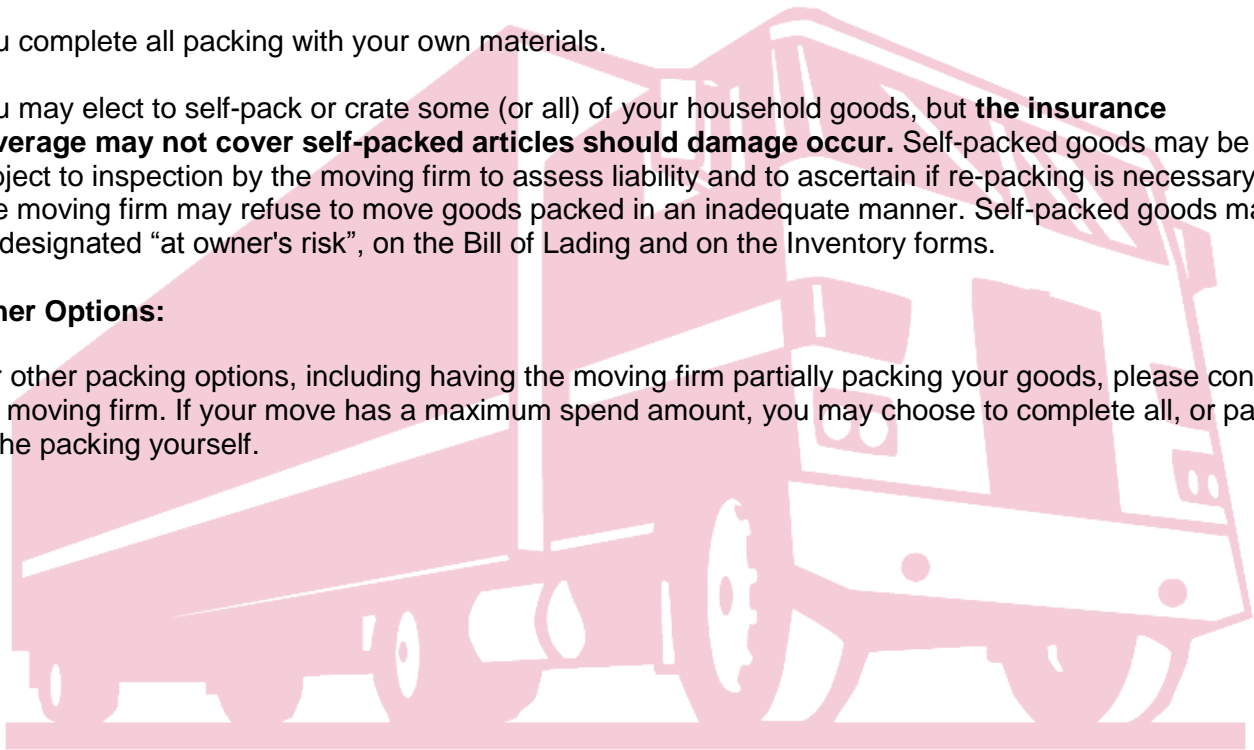
OR

You complete all packing with your own materials.

You may elect to self-pack or crate some (or all) of your household goods, but **the insurance coverage may not cover self-packed articles should damage occur**. Self-packed goods may be subject to inspection by the moving firm to assess liability and to ascertain if re-packing is necessary. The moving firm may refuse to move goods packed in an inadequate manner. Self-packed goods may be designated “at owner's risk”, on the Bill of Lading and on the Inventory forms.

Other Options:

For other packing options, including having the moving firm partially packing your goods, please contact the moving firm. If your move has a maximum spend amount, you may choose to complete all, or part of the packing yourself.



Storage Options

Depending on your relocation allowance, storage may **not** be included. Please confirm with your organization as to whether storage is included. The following information is provided to help select the storage option right for you.

Warehouse Storage

If your relocation will require storage, then this is the best option for your household goods based on security, temperature consistency and dryness. Your goods are stored in the mover's warehouse, and access to stored goods involves unpacking the storage pallets.

Container Storage

The container storage method results in less handling of your household goods, but containers are stored outside causing more daily temperature variation and an increased chance of moisture penetration. Access involves unpacking the container unit.

Note: If you must retrieve household goods prior to the delivery day, from the warehouse or container storage, the moving firm may impose an access charge. This charge will be billed to you directly and is fully your responsibility. You will be required to sign the Inventory forms indicating which items are taken, and those removals must be confirmed with the moving firm. You must use care when handling stored goods, or the mover may not accept damage claims.

Mini-Storage: Non-Van Line Provided

Mini-storage provides the easiest access to your stored goods. However, delivery into mini storage unit is considered the final stage of the Employee Household Relocation Services administered move. Also, the mover's insurance coverage ends when the goods are delivered into the mini-storage unit.

Insurance (Transit Protection)

The following information outlines the different insurance options available.

Release Rate

Without transit protection, claim maximums are based upon a "released rate" of \$1.00 per pound for the damaged item(s). Weight is calculated by reference to standard weights for furniture and appliance items and by standard box weight for packed items.

Valuation and Purchased Insurance Policies

Household goods are valued at \$10.00 per pound with insurance costs (a rate per \$1000.00 of value).

Common Exceptions to Insurance Coverage:

- Liability will not be assumed for any damage to the mechanical, electronic, or other operations of appliances or electronic equipment that have not been properly serviced and verified as to working condition by a third party company or technician. Third party servicing includes clarification/verification of working condition and preparation of goods for shipment including blocking the drum of a clothes washer and parking the hard drive of a computer.
- Valuables such as money, coins, securities, stamps, precious stones, jewelry or watches.
- Fine arts usually have a maximum claims limit.

Non-Admissible Items and Services

The non-admissible items and services listed below are **not permitted** to be carried by the moving firm. If you have non-admissible items, please make alternate arrangements. If you have further questions, please contact us.

1) Non-Admissible Items

Goods that are a hazard to other items in the shipment, including, but not limited to:

- Household cleansers, bleach, paint, aerosol containers;
- Propane tanks (empty or full), explosives, ammunition; and
- Any items that may be flammable or liable to contaminate, stain or damage other goods.

Goods that require a higher level of security, including, but not limited to:

- Jewelry, precious stones, stamp collections, coins or currency (money), bank bills, notes, drafts, deeds or valuable papers of any kind, letters or packets of letters;
- Household goods of particularly inherent or extraordinary value; manuscripts, blueprints, plans or other valuable papers, dies or patterns;
- Precious metals or items manufactured from precious metals;
- Furs or garments trimmed with fur; and
- Fine arts including paintings, etchings, pictures, tapestries, statuary sculptures, marbles, bronzes, rare books, antique silver, porcelains and rare glass.

Goods that cannot be appropriately cared for in a moving van, including, but not limited to:

- Live plants and perishables including frozen foods;
- Liquors and wine;
- Household pets, livestock, etc.

Items other than household goods, including, but not limited to:

- Building materials (cement blocks, lumber, etc.), patio stones, cement or stone, portable buildings, outdoor barbecues made of brick
- Goods or equipment related to a home-based business, farm or construction equipment including goods held for sale and tools of trade;
- Empty bottles (exclusive of preserving jars)
- Hobby items where the volume exceeds 70 cubic feet (2 cubic metres) or 496 lbs (225 kg)
- Boats that require trailers, utility trailers, travel trailers, campers, or aircraft
- Motorized Vehicles and their accessories; and
- Taxidermy

2) Non-Admissible Services

- Connecting/disconnecting appliances or plumbing and electrical hook-ups;
- Dismantling and installing water beds;
- Dismantling and reassembling swing sets, garden and other outdoor household goods;
- Removing or installing valance boxes, curtain rods, picture wall hooks, and clocks;
- Installing, removing or cleaning of wall-to-wall carpets;
- Split pick-up or delivery of household goods;
- Fumigation, moth proofing; and
- Third party servicing and/or appliance servicing.

PART 2 DURING YOUR HOUSEHOLD MOVE

Preparation Prior to Packing and Loading Dates

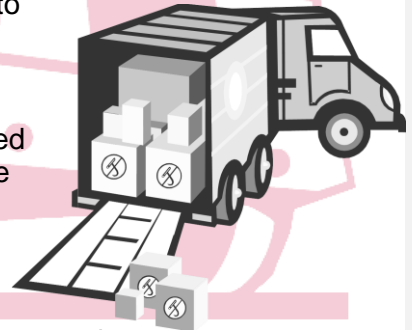
Please ensure the following preparations have been completed before the moving firm arrives to perform packing services:

- Jewelry and other valuables should be put in a secure location;
- Back up all software and personal files on the hard drive of your computer;
- Firearms are to be unloaded and made inoperable with the use of trigger locks or removal of the firing pin;
- Gas powered equipment must have the gas and oil drained and these and other outside items should be made as clean as possible;
- Waterbeds must be drained and disassembled;
- Refrigerators and freezers must be empty, clean and dry;
- Laundry, dishes and cookware must be clean;
- All appliances and electronic goods must be disconnected and serviced by a third party;
- Goods in crawl spaces and attics must be brought out;
- Access in and out of your house must be clear from all obstacles, so the movers can work safely and efficiently.

Packing and Loading

It is essential that **you or your representative be present throughout the entire packing and loading process** to ensure that household goods are packed and loaded satisfactorily. Failure to comply with the requirement to be present may compromise your ability to make a claim. **If you experience difficulty during the process of packing or loading, please call us immediately.**

It is your responsibility to ensure that all the household goods to be moved are loaded on the truck and items that are to remain at that residence are not taken. **Do not remove any items listed in the inventory without notifying the mover.** It is important to familiarize yourself with the Inventory forms, defining your household goods. Discrepancies on the Inventory forms should be discussed with the mover before signing. If your residence is not easily accessible by a moving truck, a shuttle service may be required.



Remain at your origin residence until the mover has departed and ensure that the home is secure.

Storage

For warehouse and container storage, if your authorized storage time expires, costs for continuing storage (including insurance) will become your responsibility. If items are in storage for 180 days or less, the charges to deliver the goods and unpack will still be covered.

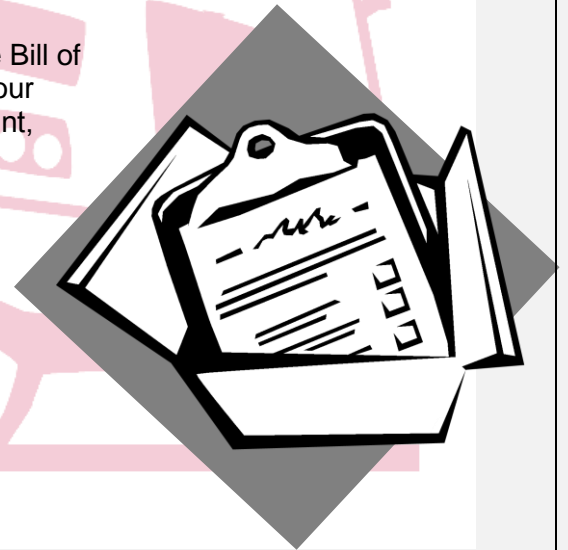
If household goods remain in storage for over 180 days, the mover's warehouse is considered the destination of the shipment. The mover will be your agent, and your stored goods will be subject to the rules, regulations, and charges of that moving company. No further charges will be covered by your organization.

Delivery

You or your representative must be present at the new residence at the scheduled time to receive your household goods.

The moving firm is responsible for unpacking the household goods and for the reassembly of items that were disassembled for shipping, such as beds or tables. You are responsible for putting the household goods away and the hook-up of appliances and electronic equipment. (Please refer to Non-Admissible Services on page 8.)

If you decide to unpack your household goods yourself, sign on the Bill of Lading and the Certificate of Packing/ Unpacking to that effect. If your residence is within 50 miles of the mover's destination office or agent, the moving firm is to arrange for a single pick-up of the packing materials. If you are more than 50 miles from the mover's destination office or agent, you will be responsible for disposal of packing materials. **If you experience any difficulty, or if any questions arise during the delivery or unpacking at your destination, please call us.**



Checking for missing items

You must check all household items against the Inventory forms, taking careful note of items that have lost tags, or do not match the Inventory forms, before you sign for receipt. Any missing items should be reported to the mover and Employee Household Relocation Services, as soon as possible.

Checking for condition of household goods

You should immediately check the contents of any boxes showing external damage. Note on the Bill of Lading any goods that are obviously damaged at the time of unloading. Signing for receipt of household goods will not negate your right to claim for damage found after unpacking is complete.

Making a claim for lost or damaged goods

In order to start the claim process you will need to have a copy of the Bill of Lading and copies of the Inventory forms. Request a claim form from the moving firm as soon as possible, and remember you must complete the form and return it to the mover within the time limit specified by the insurance policy. If after two weeks, the moving firm has not responded to the request for a claim form, please contact us.

Quality of Service Follow-Up

We will contact you after your move is complete to conduct a quality of service follow-up, and send you a “Move Evaluation” survey. Please complete the survey and provide written comments of your move experience. Your feedback provides invaluable information for the Employee Household Relocation Services program.

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Notes: _____

