



"Proudly Serving Military Families"

NATIONAL FORWARDING CO., INC.

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Operations Bulletin October 23, 2020

TO: Agents & Haulers of National Forwarding Co., Inc. & Affiliates
FROM: Steve Caruso, Manager, Agency Services
SUBJECT: The Use of Masks & Health Form Reminder

Follow the guidance below on all domestic and international household good shipments:

Masks

- **The mask requirement is not optional**
- Must still be worn at all times while servicing a shipment, even if the customer says the crew doesn't have to
- When crews need to remove masks for a break, they should do so 50 feet from the residence and household goods, while maintaining social distancing from the customer and his/her family
- **If a customer and/or his/her family refuses to wear a mask, notify NFC immediately - masks are required for customers and their families as well**

Certification of Health Protection Protocol form

- Signed by an agent representative or crew chief
- Presented to the customer each day **before** work begins
- Required for each day of packing, loading/delivery, and for the pre-move survey (if an in-person survey is performed)
- Retain a copy in case a warning or suspension is issued
- **Certification of Health Protection Protocol** form

JPPSOs/PPSOs continue to issue warnings and suspensions for the non-use of masks and ignoring the use of the Certification of Health Protection Protocol form. Suspensions, especially on the origin side, directly impact the number of shipments NFC is awarded, which in turn impacts the number of shipments we can offer out to agents to service.

Please contact Agency Services at: agencyservices@nationalforwarding.com with questions or concerns. For international shipments, contact: international@nationalvanlines.com.

Thank you for your cooperation, and please stay safe!