



What would you do if.....?

The Professional Van Operator, (PVO), arrives to a residence to load a DND shipment and finds numerous wet items that have been left outside in a recent unexpected rain.

The member fully expects them to be loaded on to the truck with the rest of their Household Goods and Effects, (HG&E).

As per the Scope of Work, Section 2.7 Loading, d) Perform only one pick up of HG&E and, g) Place all HG&E inside the unit used to transport the goods.
(Otherwise Atlas is subject to non-compliance penalties).

What does the PVO do?

Best Business Practices - Reach out immediately upon arrival to Atlas Canada Operations and explain your situation. Take your on-site challenge and ask Ops what they want you to do. Make it Atlas Canada Operations challenge to get you directions from the Government. They will immediately contact the Move Co-ordinator for instructions and get back to you.

At no point should you place wet items into the shipment.

The Government reply should be "Items left outside have to be clear of water and have to be clean. Items not clean and wet are not to be packed and loaded on the truck". This information should also be directed to the member by the move co-ordinator.

For your further protection, note on the pre-printed inventories those items that were wet and left behind.

If this turns into a non-compliance penalty, we have the instructions of the Government to support our actions.

*the power of
Communication!*

If we receive a penalty on this shipment, is a successful appeal possible?