



QUALITY MANUAL

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1. Introduction

National Van Lines has developed and implemented a quality management system (QMS) in alignment with the FAIM quality standard and our own organizational policies/standards. This allows our company to document and improve our practices in order to better satisfy the needs and expectations of our staff, customers, supply chain and other interested parties.

This manual describes how values of honesty, transparency, reliability, dedication and reputation for excellence set us apart.



2. Quality Philosophy

National Van Lines plans to implement FAIM Quality standards by following a 2-pronged approach.

We will inform our staff and supply chain, requiring that all adhere to the quality of service described in this manual. The standards will be linked to our Outlook signatures and posted to our website.

All procedures will be monitored to ensure compliance with quarterly meetings to review and update the policies for improvement.



3. Mission Statement

At National Van Lines, with your peace of mind at the forefront, we move your home and your memories around the block or across the world safely to a new beginning.

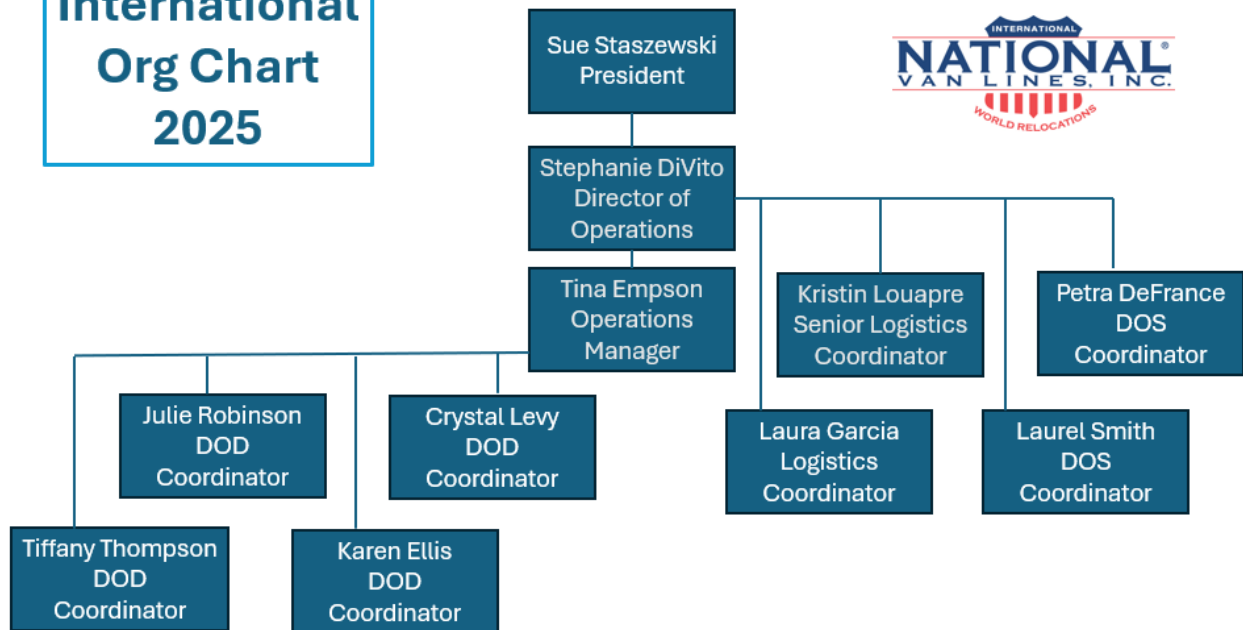
4. Quality Objectives

Our goal is to deliver 100% customer satisfaction in all that we do, no matter where you're going or when you need to be there.

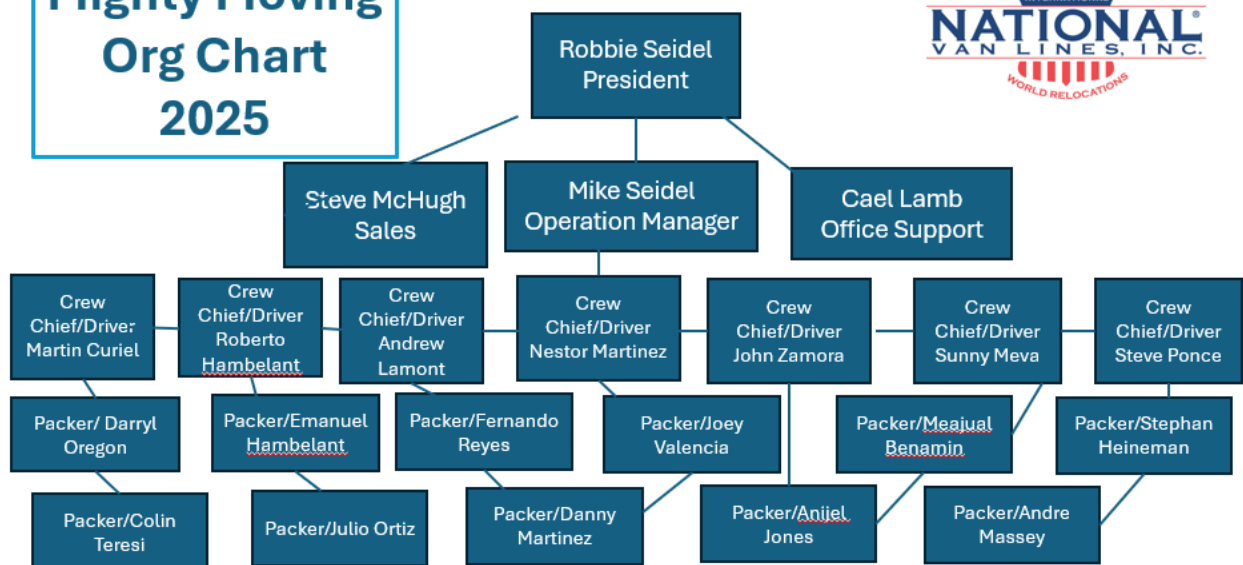


5. Organizational Chart

International Org Chart 2025



Mighty Moving Org Chart 2025





6. Corporate Responsibility

National Van Lines has instituted the following policies in accordance with the FAIM standards. They will be reviewed annually and available to staff via our website, Paylocity, and/or part of our induction training.

Data (Privacy) Protection Management

Corporate Sustainability

Social Responsibility Policy / Code of Conduct

Anti-Bribery & Anti-Corruption Management

Anti-Trust Management

Cyber Security Management

Risk Management

Background checks (Pre-employment screening)

National Van Lines – International, has criminal background checks performed on all new hires. The background checks are administered by Asurint. We comply with all federal, state and local regulations when performing criminal background checks and keep abreast of changing regulations through a variety of methods to ensure relevancy. We consistently administer criminal background checks through our human resource department policies and procedures.

All background checks are kept in a locked office that only three people have access to (Vice President of Finance/CFO, Director of Human Resources, and Human Resource Generalist). We recycle all recyclable items through our refuse vendor, and all computer equipment is recycled as can be.

If you require additional information or need clarification on the above, please do not hesitate to reach out to our Human Resource Director.



7. Service Processes

Identifying customer requirements

DOD/GSA/DOS: PMS on each shipment per required guidelines in the IT TOS/HTOS/RFO

Corporate accounts/RMCs: in accordance with allocation instructions.

Auto generated emails are sent on each shipment notifying the OA of specific policies required for specialty items and/or code of service requirements.

Confirmation of service provision

For DOD: Automated introductory e-mails are sent from our system confirming customer's contact information such as phone, email address, date, shipment type, RDD, local agent and moving checklist. Script 10 goes over same details plus addresses, prohibited items, prepping appliances, confirm PMS completion or schedule.

For DOS/GSA/NAT: Intro letter email sent from coordinator confirming shipment type, pack out date, address, local agent, prepping instructions, transit time, prohibited items, customs docs, confirm PMS contact.

For COD: Intro letter email sent out from coordinator confirming dates, addresses, phone, destination, customs documents, insurance application, transit time.

Applying standard documentation and forwarding procedures for Inbound, Outbound, and 3rd Country shipments

Through the use of our own CRM

- Our company Waybill is issued at the time of registration and sent to the OA.
- Signed packing list/inventory (two signatures: agent and customer at origin) – requested within 1 week of PU at origin.
- Pre-advice/shipment instructions are emailed to the DA within 1 week of PU from origin.
- Ocean Bill of Lading is issued at the time of sailing and sent to DA.
- Airway Bill of Lading issued 1 day prior to flight departure and sent to the DA.
- Valued inventory list for insurance (if requested by the booker) is sent 1 week after PU but no later than 30 days.
- Insurance certificate (if applicable) is received within 30 days of PU from origin.
- Invoice to the booker within 30 days of PU from origin.
- Confirmation of delivery from destination agent with date and exceptions is requested within 1 week of delivery. (This includes signed inventories.)

Documenting and applying Applicant's handling of customer's goods procedure

This is managed at the local agent level. See Packer Training Operational Procedure.



8. Responsiveness

Quotation when a pre-move survey is requested

At the time of booking, an email is sent to the OA to coordinate a pre-move survey. We require survey results within 24hrs of completion and quote sent to either booker/customer with 24-48hrs after results received. If we need longer than 48hrs to hours we provide a more realistic expectation.

Agent rate request

At the time of receiving the request, initial email is sent back to the agent to advise acknowledgement and any follow up questions.

Shipping documents and instructions

Pre-advice/shipment instructions are emailed to the DA within 1 week of PU from origin. Includes weight tickets, inventory, customer contact info (if available)
Ocean Bill of Lading issued at the time of sailing and sent to the DA same day as receipt.
Airway Bill of Lading issued 1 day prior to flight departure and sent to the DA same day as receipt.

Confirmation of delivery/signed packing inventory to the booking agent

We require all signed delivery paperwork to be sent 24-48hrs after delivery and they are forwarded to the booker upon receipt.

Invoicing

Unless there is a special agreement in place, all invoices go to the booker prior to delivery.



9. Supply Chain

Service Provider Management

For DOD: agents must be approved to accept military shipments, cannot be listed as non use per SDDC. Letters of Warning received for any agent that violates tender of service. All LOWs are addressed with the offending agency. Multiple offenses will result in preferred agent being moved lower on the preferred list or removed entirely.

For DOS: agents must be on approved provider list issued by DOS. Must have a SCAC. Inspection reports received including any violation to HTOS/RFO. Violations are addressed with the offending agency. Multiple offenses will result in the preferred agent being moved lower on the preferred list or removed entirely.

For agents/partners in the US: preferred agent listing in iSeries maintained by zip code.
For agents/partners outside the US: preferred agents on IAM mobility exchange

Supply Chain; Quality Management

Memos sent out at the start of peak season with reminders of requirements as listed in the TOS/IT. Automated emails sent to OA after registration that notify the agent of required documentation and on-time document submission requirements.

Procedure for handling issues/escalation process: For all types, the move coordinator assigned to the move will notify the manager and will discuss next actions:

1. Response to customer to advise working on issue within 24hrs of receipt.
2. Contact servicing agent involved requesting written statement and their plan to overhaul the services.
3. Follow up with servicing agent by phone/email.
4. Response to customer with appropriate corrective action, apology and/or gesture of goodwill. Depending on time zone, this could be via phone/email/or both.

Supply Chain; Data (Privacy) Protection Management

Links in our Outlook email signatures notify our supply chain, private customers, and corporate accounts of our Data Privacy policy.

Supply Chain; Anti-Bribery and Anti-Corruption Management

Links in our Outlook email signatures notify our supply chain, private customers, and corporate accounts of our Anti-Bribery and Anti-Corruption policy.

Supply Chain; Anti-Trust Management

Links in our Outlook email signatures notify our supply chain, private customers, and corporate accounts of our Anti-Trust policy.

Supply Chain; Quality Manual

Links in our Outlook email signatures notify our supply chain, private customers, and corporate accounts of our Quality Manual.



10. Quotation and Contract Elements

Quotation document (in case contract rates are not in place)

All Quotes follow an established template that includes the following:

- Name of customer or company requesting quote
- Date
- Mode/scope of transport
- Origin/destination
- Service description
- Price/currency
- inclusions/exclusion
- Rate validity period
- Payment terms
- Insurance

Acceptance of Quotation

All customers or agent bookers must write via return email acceptance of a quote before services are rendered.

Comparison of Quotation to Invoice

All quotes are non-binding and billed on actual weights. Weight tickets are provided to the customer/booker prior to invoicing. Any additional charges are provided to the customer in writing via email prior to invoice being sent to ensure all charges match what was expected and agreed upon.



11. Transit Insurance

For COD/NAT/GSA(OTO) DTD moves: Insurance application and explanation of options are provided to the customer or booker via email.

For DOD moves: All shipments are insured per the requirements in DP3 Claims Liability Business rules (Page 7. Section 1.1)

For DOS moves: All shipments insured per the requirements in HTOS (Page 138. Section 9.1)



12. Claims

For DOD: We follow the Claims Liability Business Rules and all guidelines are set forth therein. Our office is staffed and equipped to handle claims of all types (delays, real property damage, mold/fire/water damage, as well as normal transit-related damage). The Claims Business Rules allow our office to process claims under \$1k within 30 days and claims over \$1k within 60 days. Delay and real property damage dictate even stricter timelines for resolution. On the day of delivery, claims paperwork and documents are left with the service member. On the back end, we as the TSP are required to provide the service member reminder emails of claims deadlines and who to contact for assistance. We are required to provide them with a notice on the day of delivery, day 60 after delivery and once again on day 150 of delivery. Once the filed claim is scanned into our system, an email is sent directly to the service member (and all agents who were involved with the move) that a claim was filed and is being processed. These emails have our general contact information, as well as the Claims Adjusters' information for who will be handling their case. We keep a database and physical files that contain all the information listed.

All other types, same process as above apart from the processing timeline. They are processed within 30 days of claim being filed.



13. Customer Feedback

Customer Feedback program

For DOS: We initiate the 3080 Survey form 10 Calendar days after delivery date as required per HTOS (page 110, section 6.5.6).

For DOD: CSS data is received and recorded, sent to agents via monthly report. TSP is prohibited from surveying a DOD customer per TOS. (Page 21, section 19)

For COD/NAT/GSA: feedback form sent 5 days after delivery.

Response to Complaints:

For all types, the move coordinator assigned to the move will notify the manager and will discuss next actions:

1. Response to customer to advise working on issue within 24hrs of receipt.
2. Contact servicing agent involved requesting written statement and their plan to overhaul the services.
3. Follow up with servicing agent by phone/email.
4. Response to customer with appropriate corrective action, apology and/or gesture of goodwill. Depending on time zone, this could be via phone/email/or both.