

TESTIGOS CRISTIANOS DE JEHOVÁ

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FSB June, 15 2017

TO ALL BODIES OF ELDERS

Re: Guidelines on loading and unloading merchandize

Dear Brothers:

Since last year there have been major changes in branch shipping methods, especially regarding literature distribution. Nevertheless we are pleased to say that, thanks to the zealous support from many brothers, and above all, Jehovah's blessing on this project, the congregations continue to receive their literature in a timely manner (Psalm 90:17). Although the management and service offered by transport companies is generally good, more follow-up work is required by Bethel and from those receiving literature and other articles sent to Kingdom Halls. This is especially important when incidents occur. Here are some guidelines that update our letter FSB July 7, 2016 addressed to the brothers who receive literature shipments at distribution centers:

Claims: Upon receiving the shipment and in the presence of the carrier, it is necessary to ensure that the shipment arrived in good condition. If the shipment was damaged, please fill out a report of the damages along with photo-documentation. This document must include the drivers name, signature, the license plate number of the truck or van and the date of the incident. Please send this form immediately using the inbox *Departamento de Publicaciones* or by e-mail at envios.es@jw.org since all claims will be made by the branch.

Accidents: If an accident should occur to property or persons during the loading or unloading process, the form *Incident Report (TO-5)* must be filled out and sent (this form can be downloaded from jw.org). Please include photographs, the delivery document, the *Injury Description* if necessary and any other document related to the delivery and the accident. Please send this information to the inbox *Departamento de Contabilidad* within 72 hours following the accident (Please see the TO-57 form *Key Facts About The Global Assistance Arrangement* paragraph 14).

Responsibilities of the carrier:

Parcel service (individual boxes): Handling of these shipments is the responsibility of the transport company or the carrier. This is their legal obligation, and they will be held responsible for any damages caused during the operation.

Palletized shipments: The agreement with the shipping company is that the carrier should do the loading and unloading, making them responsible for any damages produces during these operations. Since these operations can produce risks and accidents, brothers **should not participate in the loading and unloading process** during the time that the carrier is handling the shipment. Due to the peculiarities of distribution centers or depots, and without extra assistance, the driver may decide to leave the pallet on the street. If this should be the case, please arrange to have the shipment moved into the Kingdom Hall or distribution center with the help of several brothers. Please analyze beforehand any possible risks involved and take the necessary preventive measures in order to avoid accidents (wearing appropriate shoes and clothing, not lifting too heavy a load or adopting bad postures, not taking shortcuts or working too fast, etc.).

Following these guidelines will avoid possible property damage and more importantly, protect the life and safety of the persons involved.

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June 15, 2017

Page 2

We take this opportunity to express our deepest appreciation for your invaluable help in providing literature and other necessary items to the congregations. There is no doubt that whatever our role may be in Jehovah's organization, we are all "God's fellow workers" (1 Corinthians 3:9).

Please receive our warm Christian love.

Your brothers,

Testigos Cristianos de Jehová

c. Circuit overseers

NOTE TO THE BODY OF ELDERS: Please share these instructions with all brothers who receive shipments from transport agencies.