

SMOOTH MOVE

RESIDENTIAL



COMMERCIAL

MOVING / STORAGE / LOGISTICS

COVID-19 UPDATE

Due to the recent rise in COVID-19 cases, we want to assure you that the Smooth Move USA-Excel Relocation Systems team is putting the safety of our Team Members and Customers first by following all the best practices and guidelines for sanitation, cleanliness, and precaution as we continue to be ***The Moving Company That You Can Depend On***. Here are some of the proactive steps we've quickly taken:

We Are Proactively Implementing the following Procedures Beginning Monday, March, 16th, 2020:

VIRTUAL VIDEO SURVEYS: All prospective customers will be offered an alternative to the traditional on-site pre-move survey. We have updated our technology offerings to include the ability to perform a VIRTUAL VIDEO SURVEY of your home or office. This will minimize face-to-face contact time and still allow our Moving Consultants to provide accurate move estimates.

PRE-MOVE CUSTOMER WELLNESS CHECK: Our Scheduling Team will contact Customers in advance of the arrival of our Move Team to inquire if the Customer feels ill, or suspects that have had contact with an infected person. Move services can be canceled or postponed to mitigate risk and ensure safety of Team Members and Customer.

PRE-MOVE TEAM MEMBER WELLNESS CHECK. We have posted signs and symptoms of COVID-19 throughout our offices to better inform and provide awareness to our Team Members. Any Team Members who feel uncomfortable coming into the office feel ill or suspects that they may have had contact with an infected person should not come into the office and should notify the Scheduling Team ASAP. All Team Members upon arriving at our offices will have hand cleaning supplies readily available.

INCREASED CLEANING: We are refocusing and increasing cleaning duties at our office locations and in the interior cab of our Moving Trucks. All moving trucks and offices will be equipped with disinfectant wipes or spray. We are focusing our increased

cleaning on frequently touched surfaces using an antimicrobial disinfectant on the EPA list of COVID-19 fighting products. Some examples of surfaces cleaned include door handles, steering wheels, phones, work surfaces, bathrooms, and common areas. •

USE OF EXAMINATION GLOVES: Move Team Members will wear 9 mil thick Examination Gloves while performing move services as an additional hygiene measure and self-protection. Gloves will be discarded after each move.

STAGGERED SHIFT START TIMES: Shift start times will be spaced and staggered for our Team Members to reduce gatherings of multiple Team Members at our offices at the same time. Team Member that arrive for their shift will be encouraged to get their needed move information for the day and head out their designated move.

SOCIAL DISTANCING: Upon arrival to our Customer's homes or offices, Team Members will be practicing the 6' social distancing between Team Members and Customer. We have always valued the professionalism and respect that came with a good introductory handshake, however under this COVI-19 period, we ask that our customers understand for safety purposes, there will be no handshaking or touching.

OPEN DOORWAYS AND WINDOWS WHEN AVAILABLE: In residential move setting when available, we will ask our Customers to open outside doors and windows to increase air circulation.