

# COVID-19 UPDATE



## SPRINGDALE OFFICE

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Due to the recent rise in COVID-19 cases, we want to assure you that Premier Moving & Logistics is putting the safety of our Team Members and Customers first by following all the best practices and guidelines for sanitation, cleanliness and precaution. Here are some of the proactive steps we've quickly taken:

We are proactively implementing the following procedures beginning Monday March 16, 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 ability to perform a VIRTUAL VIDEO SURVEY of your home or office. This will minimize face-to-face contact time while still allowing 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 customer feels ill, or suspects that they've had contact with an infected person. Move services may be cancelled or postponed to mitigate risk and ensure safety of team members and customers.
- **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 feels uncomfortable coming into the office, feels 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 to 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. 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 customers home of 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 the good introductory handshake, however under this COVID-19 period, we ask that our customers understand for safety purposes, there be no hand shaking 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.