



To our valued partners & customers,

The well-being of our customer & employees is always at the center of everything we do at Ray the Mover/Allied Van Lines. We have been closely monitoring the developments regarding COVID-19 and we have compiled information regarding our service policies and recommended best practices. We will continue to assess the situation at large, as new information becomes available every day.

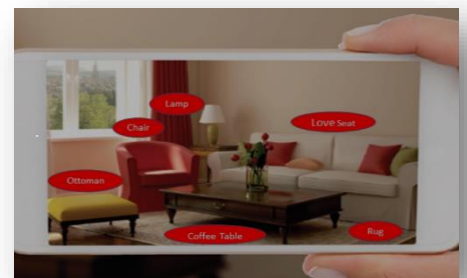
Now more than ever it is important to partner with a company that you have a true partnership with and one that has written protocol's in place for protecting their customers & employees.

WHAT YOU CAN CONTINUE TO COUNT ON FROM US:

We continue to perform moves and see customers and provide in-home estimates. We are monitoring & assessing the situation with our management team daily and will update you if anything changes.

VIRTUAL SURVEY/ESTIMATE:

For customers who need an estimate for a future relocation, we are offering the option of a virtual survey/estimate. We will provide in-home estimates as long as the CDC deems it is safe to do so. The virtual survey/estimate is provided for those families that would feel more comfortable with not having someone into their home at this time or for the elderly who are most vulnerable to the virus.



For Our Customers, Estimators, Crew Members, Warehousemen, and Office -



DO THE FIVE

Help stop coronavirus

- 1 HANDS** Wash them often
- 2 ELBOW** Cough into it
- 3 FACE** Don't touch it
- 4 FEET** Stay more than 3ft apart
- 5 FEEL** sick? Stay home

For Our Valued Clients and Transferees -

- If anyone in the home is exhibiting any signs of illness or has been sick in the previous 14 days, it will be necessary to reschedule the services.
- If the driver or crew encounter anyone at residence that is, in their sole judgment, exhibiting signs of illness, they will not enter the home, and service will be postponed.
- If anyone in the home is in a high-risk category including older adults, or individuals with serious underlying chronic medical conditions such as heart or lung disease or diabetes, it may be prudent to reschedule the services to avoid unnecessary interactions.
- Please open all doors to all rooms in the home, including closet doors, basement doors etc.

Hygiene and Other Preventative Measures For Our Crew Members:

- Avoid common habits when greeting people, such as handshakes and all forms of physical contact.
- Practice physical distancing by maintaining 6 feet of space between yourself and others whenever possible.
- Bring soap to jobsite.
- Wash hands often with soap for at least 20 seconds per washing.
- If soap and water are not available use hand sanitizer with at least 60% alcohol.
- For extended work within the home ask the customer to direct you to a sink that you and your team can use to wash hands during the job. Wash hands often and regularly.
- Avoid touching your face, nose, eyes etc.
- Do your very best to not touch anything unnecessarily while in residence, including doorknobs, etc.
- Rely more on photos and fewer written notes, where you might need to be leaning on a surface to write.
- Review CDC guidelines on Preparation and Prevention
<https://www.cdc.gov/coronavirus/2019-ncov/prepare/prevention.html>

OUR PROACTIVE APPROACH IN OUR OFFICES -

Ray the Mover is proactively addressing the situation with a commonsense approach in the office as well. As many staff as possible are working from home. We are following the CDC guidelines. Our staff has been instructed to wash their hands regularly with soap and water for at least 20 seconds, avoid touching door handles with bare hands, refrain from sneezing or coughing into hands, avoid touching their eyes, nose and mouth, clean surfaces they touch often and to stay home if they have any symptoms of illness.

Sincerely,

Ray the Mover, Management