

## Aires COVID-19 Precautions for Household Goods Handling

Aires is closely monitoring the developments regarding the coronavirus (COVID-19) in accordance with our Business Continuity Plan. We are taking steps to mitigate service disruptions while ensuring the health and safety of our customers, employees, and partners.

We continue to stay apprised and compliant with pertinent government and health regulations as set forth by WHO and the CDC in the locations in which we operate and serve. In response to the global pandemic, an Aires COVID-19 Task Force was formed, and is dedicated to proactively managing company risk and communicating appropriately to our employees and customers.

For providers of household goods moving services we have asked that the following considerations be observed:

- **Facilities** – Follow mitigation guidelines of the CDC in offices. Ensure service centers are cleaned and disinfected daily. Provide supplies to employees including gloves, soap, paper towels, wipes and sanitizer for use and ensure is available at all job sites. Ensure that vehicles/cabs are thoroughly disinfected prior to arrival at residence and at time of departure.
- **Household Good Pre-Move Surveys** – It is recommended to conduct virtual surveys leveraging video technology where possible. Service providers such as BuzzSurvey, Yembo and Shyft are available for consideration. Should an in-home survey be required, please employ CDC/WHO practices by not being in close physical proximity (less than six feet) to others. Avoid touching goods and surfaces unnecessarily. If anyone in the home is determined to be in a high-risk category including the elderly or those with serious underlying medical conditions, it may be necessary to reschedule and avoid unnecessary interactions.
- **Household Good Pack, Load and Deliveries** – Aires recommends all crew members on site should: maintain social distances while in the home, observe no handshaking rules; hand sanitizer, soap and paper towels should be provided to all crews; crew members should wash hands upon entry and utilize gloves throughout process; transferees/assignees should have a dedicated lavatory for crew members for handwashing and bathroom use. Moving partners should maintain the same crew throughout process, where possible, in order to minimize exposure.
- **Service Team Members/Staff** – Service providers have been advised of the important steps that they can take to minimize the chances of being impacted by the virus, including but not limited to: no handshaking, appropriate rest, increased personal hygiene, frequent proper hand washing, avoiding touching their face, eliminating unnecessary travel, avoiding large group settings, and maintaining personal distance from others. Wash hands frequently and thoroughly. Have alcohol-based hand sanitizer available. If any crew members exhibit signs of being sick, please remove from any scheduled work and seek medical attention. Employee travel restrictions should be in place and anyone having traveled through or to a restricted country or city should observe a

mandated 14-day self-quarantine before returning to work. Anyone who has or may have been exposed will be required to observe the 14-day self-quarantine rule.

- **Health Monitoring** – If a service member is ill, they should be instructed to stay home. If they display COVID-19 symptoms, they are to contact their health provider for testing and refrain from work. Likewise, relocating families are asked to self-report any illness to their Aires representative and to postpone services in order to protect our packing and delivery crews' health.
- **Communication** – In the event of delay or inability to deliver service to an Aires customer, details should be communicated immediately. Delays may be experienced as a result of reduced staff availability as well as transferee unease about hosting the packing or delivery crew in the home. As such, it is imperative to collaborate regarding scheduling as well as obtaining necessary approvals for unplanned temporary storage or short-term accommodations.

**Additional Resources:**

[Centers for Disease Control and Prevention \(CDC\) – Coronavirus](#)

[World Health Organization \(WHO\) - Coronavirus](#)

Aires is dedicated to maintaining the health and safety of our clients, their employees and families as well as our partners. Continuity of services while maintaining a safe environment for all parties is and will continue to be our focus as we move through these unprecedented times. Should you have any questions or concerns, please reach out to us directly.

Regards,

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