



## COVID-19 UPDATE - March 23rd, 2020

Dear Customers, Partners and Agents,

The impact of COVID-19 continues to spread around the world, and we find ourselves in uncharted territory. We reevaluate the situation daily. In the meantime, we remain fully operational and will always be prepared to offer our regular international moving services. For the safety of our employees and customers, we have implemented the following new procedures.

- Our management and customer support are working remotely from home. Our customer move management program is 100% Cloud based ensuring 24/7 customer shipment information access.
- All Residence Surveys will be conducted remotely via video, Facetime, Zoom or skype.
- Our local crews and foreign agents performing moving services will have temperatures taken, hands cleansed at least three times a day and always wear protective rubber gloves.
- We are requesting customers and families leave their homes during the pack and move process and return once the move has been completed. This recommendation will reduce the possibility of exposure to customers and crews alike. Our crew leader will communicate by phone with our customer throughout the packing process. We have made suggestions to our global network of agents they apply similar precautions.
- We realize that many customers cannot travel to their overseas destinations. As the crisis lessens, we anticipate there will be a surge of overbooked movers that will delay the export pack and move process. Thus, we are encouraging shipments are initially moved into local storage making the goods readily available for shipment once the crisis has ended. Should our customer agree to our suggestion we will be able to then arrange immediate shipment to the overseas location.

Presently, vessels continue to sail, truckers still move containers and most global ports remain functional. We are evaluating all situations on a daily basis.

Our immediate goal is to safeguard the protection of our employees and customers. We are readjusting our strategies and processes to ensure we are readily available, now and in the future.

Stay safe.

Yours sincerely,

  
Mark Spitzer  
President