



To our valued partners & customers,

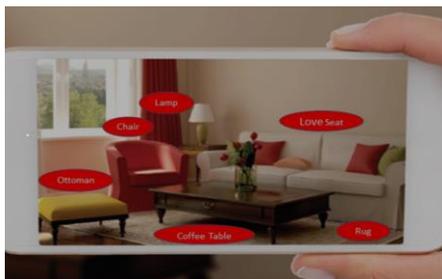
The well-being of our customer & employees is always at the center of everything we do at Central Van Lines/Allied. We have been closely monitoring the developments regarding COVID-19 and we have compiled information regarding our service policies and recommended best practices. We will continue to assess 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:**

It is business as usual for now. 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.

## **MINIMIZING COVID-19 EXPOSURE FOR ALL OUR CUSTOMERS & EMPLOYEES:**

All our equipment, inside of the trucks and outside door handles are wiped down before and after each move. Our employees are provided gloves & sanitation products to perform these steps. In locations that have been identified with having confirmed cases of COVID-19, we have asked all our employees to follow the CDC guidelines, including sending home workers who are sick or who may have been exposed to the virus.

All customers that we are moving are being asked a series of questions to determine the risk of going into their home. At that point the appropriate measures are being taken to protect our staff and customers based upon the CDC guidelines.

We have asked all our employees to stop making any kind of contact, including shaking hands with customers or vendors, and to practice social distancing of at least six feet between individuals.

## **OUR PROACTIVE APPROACH IN OUR OFFICES -**

Central Van Lines is proactively addressing the situation with a commonsense approach in the office as well. 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. We continue to have our office deep cleaned and sanitized.

Sincerely,

Central Van Lines, Management