

As we continue to monitor Coronavirus (COVID-19) developments closely, the health and well-being of our team members and clients is of utmost importance to us.

As a critical partner in your relocation, we also understand that limiting any impact this health event could have on our service to our clients is imperative. We are keenly focused on our preparedness efforts to maintain a safe work environment for our team and to sustain our business operations.

Security, safety and well-being is integral to our products, business processes and infrastructure. We have implemented safety measures and an integrated Business Resiliency Program that is managed by a dedicated group who are committed to keeping our operations running smoothly so that we can provide you with the best possible service.

As such, we have activated our Business Resiliency Plan, which includes:

- Coordinating communications with our team members and clients
- Providing our staff with information and best practices to prevent the spread of any illness.
- Direct, educate, and inform members of management to properly identify symptoms and appropriate action
- Distribution of protective equipment by job assignment
- Increased regular and routine disinfectant of workstations, including fleet vehicles
- Directing work from home and virtual initiatives where ever possible
- Limiting all non-essential business travel

In addition, we have enacted additional measures to qualify client preparedness pre-service. In such, we will rely and entrust upon our clients to report concern and symptoms with integrity. We also ask that customers make every effort to disinfect their location (both origin and destination) prior to our arrival. TWO MEN AND A TRUCK reserves the right to limit and/or restrict services to any customer as necessary to protect the health and well-being of team members and clients during this unprecedented time.

All TWO MEN AND A TRUCK customers may experience the following as we proceed with our Business Resiliency Plan:

- Limited and/or restricted services to individuals defined as “high risk” by CDC and WHO guidelines.
- Our team will be unable to complete onsite, in-home estimates; however, virtual estimates are an option.
- In an effort to accommodate social distancing and keep interactions to an absolute minimum, we

request that only ONE (1) customer representative is present during the moving service.

- In order to accommodate social distancing, Frontline team members are being dispatched in a limited staggered time manner. Estimated time of arrivals may be impacted.
 - Because many staff members are working remotely, customers may receive a call from a blocked or unknown number, please do not be alarmed.
- The office will remain closed for all public and customer access.
- Our displaced staff will strive to exceed every expectation in responding to the high volume of calls and inquiries. If you do not reach a live voice immediately, please leave a message.

You may also email our response distribution list at info0226@twomen.com for a more immediate reply.

- A COVID-BRP Fee of \$75 will apply to all TWO MEN AND A TRUCK services. This fee is enacted to offset the additional costs incurred by the business in effort to protect the overall health and well-being of team members and customers.

This notice is not intended to be inclusive of all measure taken by TWO MEN AND A TRUCK. We will continue to monitor this fluid situation and will shift workloads as necessary to ensure essential services remain operable.

For decades, TWO MEN AND A TRUCK has demonstrated unwavering commitment to our client's relocation needs in past emergency situations; and in dealing with the present circumstances, we will continue to use every effort to deliver uninterrupted essential services to all our clients.

For more detail on our efforts please read our [COVID-19 Preparedness FAQ](#). If you have additional questions, please contact your TWO MEN AND A TRUCK Representative – we are here to help.

TWO MEN AND A TRUCK®

“Movers Who Care”