



**Moving & Storage**  
**Coronavirus Safety and Preparedness Steps**

**April 7, 2020**

**Safety of Able customers and vendors is paramount to our ongoing relationship and is a concern consistent with our family values-based culture. These are the steps we are taking to care for our family so we can take care of you:**

- Early March adoption of every safety protocol suggested by CDC, SHRM, and OSHA regarding personal care and social distancing
- Office staff onsite reduced through remote work implementation and meeting sizes adjusted to make distancing achievable
- Cloth masks and gloves provided for all drivers and crews for use when distancing cannot be achieved (i.e. travel, elevators, and large object move)
- Infrared, non-contact thermometer use instituted to ensure no crew members have a fever at dispatch check-in process
- Leadership Team daily review of protective measures and regular internal updates of safety changes by email, bulletin board, and team network
- Early and consistent efforts to inform our customers what specific steps we are taking to ensure their safety and a written request to ask the same from them
- Daily professional disinfecting and cleaning of all truck and van interiors
- Hand sanitizer and wipes mandated for use in every company vehicle after every job, even when hand washing is available as well
- Continuation of "Alive and Able" Wellbeing initiative, whose task force has spearheaded virus response, and is also focusing on reengagement strategy to minimize disruption to clients as we stage out of this disruption
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**Able commits to not sending you reprints of virus strategy and other information we know you are already getting. We simply want you to know exactly what we are doing to protect the interaction that is necessary for us to do the best job possible for you. We welcome any comments and suggestions regarding our communications at any time.**