



MOVERS TRANSPORT: COVID-19 Update

14th January 2021

To all our customers,

Further to the ongoing exceptional circumstances surrounding COVID-19, we wanted to reach out to our customers to advise you of our current position.

As you are aware, the government measures are in place with the aim to protect the general public from COVID-19, resulting in a ban on social gatherings, mixing of households and asking people to work from home where possible. Whilst during the first lockdown period, we were unable to continue to operate as normal, we can confirm that the current guidelines **do permit** house removals to continue, and therefore **we are open** for business.

We assure you that we are continuing to work hard to ensure your removals are carried out as planned, and will continue working in this manner unless instructed otherwise. We will be following government guidance in terms of social distancing and are able to arrange all removals by means of phone calls and emails. However, when face to face instances are unavoidable, for example on the day of a removal, we will be observing strict hygiene and handwashing protocols, as well as maintaining social distancing where possible, therefore please do not be offended if any member of our team declines a handshake.

If you are planning to move house and require our services, we continue to offer face-to-face site surveys at your property, where our team will wear a mask and observe social distancing, or alternatively offer the use of a video survey in instances where our customers want to minimise contact.

Our customers and our employee welfare is of paramount importance, and whilst we continue to do our best to keep our customers safe, we urge those whom are experiencing any symptoms of COVID-19, have tested positive for COVID-19, or have been instructed to isolate after being named as a contact of someone whom has tested positive, to also follow government guidance, and contact us at your earliest convenience to inform us if your removal or site survey is scheduled.

Reminder

Anyone experiencing either of the following symptoms should stay at home and seek testing:

- A high temperature – you feel hot to touch on your chest or back
- A new, continuous cough – this means you've started coughing repeatedly
- A loss or change to your sense of smell or taste

If you test positive for COVID-19, you should stay home for 10days, and advise anyone whom you have been in close contact with to also isolate for 10days.

We will of course update our customers as and when it is appropriate to do so, via our website or social media platforms. Should you have any questions or concerns, please feel free to contact us at the office to discuss these.

Best wishes and stay safe,

All of the team at Movers