



A Message To Our Clients About COVID-19

March 24th, 2020

The safety of Sir Walter's employees and customers is paramount. We are taking appropriate measures to best protect our team, our customers and our community from the spread of COVID-19. Below we address common questions we have received in the past few days.

Stay At Home Order Issued

Mecklenburg County announced today (3/24) that beginning on Thursday, March 26th at 8am a stay-at-home order will go into effect. The order requires that residents of Mecklenburg County stay in their place of residence unless engaging in essential services or activities.

Is Households Goods Moving An Essential Service?

Yes, shortly after the stay-at-home order was released, the County Commissioner addressed the specific question of whether moving is considered an essential service. It was agreed that moving is an essential service and can continue to take place.

What Measures Are Being Taken To Ensure Safety?

- Our team has been familiarized with CDC hygiene guidelines. We have also instructed any crew members who aren't feeling well to stay home.
- Because our jobs consist of remote teams, typically comprised of 2-4 people, we are compliant with the recommendation to avoid gatherings of 10 or more people.
- Each crew member will be given gloves and our trucks have been outfitted with hand cleaner.
- After each job we will clean equipment to best prepare for upcoming jobs.

What Can Customers Do To Help?

- Please, if you are not feeling well contact us immediately. One of the most important steps that can be taken to prevent virus spread is to distance when not well. Rescheduling is free.
- We kindly request that customers practice social distancing (4 to 6 feet from movers) and that customers avoid helping the movers.
- Before movers arrive, please consider cleaning or disinfecting items that are being moved.
- Please feel free to request that movers wash hands before beginning a job.

Are Service Interruptions or Cancellations Likely?

At this time it's difficult to predict how the next few days and weeks will unfold. We are committed to providing safe, reliable service, as long as:

1. Local, State and Federal governments permit our operation
2. Customers are in good health and are willing to play an important role in safe operation
3. Our crews are in good health and *are comfortable working in this environment*

It is our strong belief that if we treat our employees well, they will treat you well. Our employees are the engine that makes Sir Walter run. Under no circumstance will we force employees to work

should they be uncomfortable working. We have made it clear to our team that safety and health are a priority. If any team member is uncomfortable working we will honor that person's request to stay sidelined.

We intend to continue operating, although we kindly request that customers remain flexible as we navigate the extreme uncertainty we currently face. We hope that the proactive measures we have taken will allow for the continued and safe operation of our business. However, we will look to our employees every step of the way to guide us regarding their comfort working on jobs.

Should there be any changes to your job we will do our best to communicate with you and to work with you to find a resolution that works for both parties.

Thank You For Your Support, Your Business And Your Understanding

We work with clients every day to navigate the challenge of household goods moving. But today we face a new and uncertain challenge. One that requires discipline, flexibility and cohesiveness to overcome.

By working together, following the guidelines of experts and taking an active role in preventing the spread of COVID-19, we are confident that our local and global community can overcome this challenge.

We appreciate your understanding during this time. If you have any questions, concerns or would like to reschedule, please send us a note at contact@sirwaltermoving.com. We will do our best to respond to your inquiry as soon as we can.

Best Regards,

The Sir Walter Moving Team

Contact

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