

Moving During A Pandemic

As we continue to recover from the COVID-19 outbreak, if you are planning a move, you may want to consider some additional actions to help support a safe move. Below are some practical tips designed to assist you with the move process.

Before You Move

1. Choose your moving company carefully and ask questions.

Make sure you ask your professional moving company what measures they are taking to ensure a safe move experience with respect to COVID-19. Most reputable movers understand the safety of you and your belongings is critical during any move. However, when it comes to your safety and health, it's imperative the moving company you choose demonstrates they have you in mind. Below are a few questions to get you started as you vet your movers:

What are your current COVID-19 precautions (e.g., masks)?

Masks and social distancing are still required for all crew members providing in-home services, unless a customer voluntarily waives the use of precautionary measures related to COVID-19. While Buehler representatives will not ask your vaccination status, as the customer you can voluntarily share this information with your move coordinator as you feel comfortable.

Can I have an in-home or virtual survey?

When looking to move with Buehler, you may ask for a virtual survey or in-home estimate through the booking process. Please note, due to increased demand and industry-wide labor shortages, service deliveries may take longer than usual. Our agents are working tirelessly to meet increased demand to deliver the superior customer experience you've come to expect from Buehler. We are actively working to add containers and trailers to provide extra hauling support and manage bookings. We appreciate your patience and understanding.

My move is scheduled in a few days, and I'm not feeling well. What should I do?

First and foremost, you should do what makes you most comfortable. In any case, we ask you alert your move coordinator if you are not feeling well. Together you will run through the extra safety precautions we have put into place and possible options. If you are not considered at risk, you may want to proceed with your move.

**If public health officials mandate quarantine, moving services should be rescheduled. If you have imposed a self-quarantine due to your concerns, please discuss this with your move coordinator or sales representative to determine next steps.*

What precautions should I take during my move?

Buehler asks you follow basic protocol related to social distancing, hygiene and cleaning practices. This includes the following:

- Refraining from any physical participation in the move .
- Maintaining a 6-foot distance from movers and drivers as they work.
- Requesting movers wash their hands before participating in your move.
- Cleaning furniture and high-touch surfaces before your movers arrive.
- Disposing of all packing materials once the move is complete.

What if I suspect that a member of my moving team is ill when they arrive for my move?

If you believe someone on your team is exhibiting symptoms, please contact your move coordinator right away. Please do not attempt to assess for yourself whether a person has or is at risk of having Coronavirus. Simply pause the move, ask your team to wait outside, and call your move coordinator or our Customer Care Team at 800-948-4885. We will work with you to determine the appropriate next steps.

What will you do if it's discovered that a worker or customer has been diagnosed with COVID-19?

If a worker or customer indicates they have been positively diagnosed, Buehler has a process to analyze all potentially affected shipments, personnel and customers, quarantine shipments as necessary, and notify affected individuals. Buehler will also cooperate with any government agency that requests information relating to the exposure.

2. Consider a virtual moving quote

Virtual survey offers an alternative to the traditional in-person moving estimate allowing you to remotely walk an estimator through your home using video chat on your mobile device.

Check with your moving company to find out how you can best prepare for their virtual quote process. If you choose to try our Virtual Survey tool, here are a few things you can do to prepare for your remote estimate:

- Make sure your phone or tablet is **fully charged**.
- Make sure you have a **strong Wi-Fi signal**. If you are not connected to Wi-Fi, data charges may apply.
- Turn on the **lights** in all of the rooms you will be showing to your estimator.
- Open all **cabinets and closets** for items inside you will need us to move.
- Have a **tape measure** on hand, just in case your estimator needs you to measure an item for accuracy.

3. Cleaning.

Hiring professional cleaners to help with your move-in/move-out cleaning tasks can be an excellent time-saving option. However, you may also choose to do the house cleaning yourself.

The Centers for Disease Control and Prevention (CDC) recommend the following:

Cleaning with a household cleaner that contains soap or detergent reduces the amount of germs on surfaces and decreases risk of infection from surfaces. In most situations, cleaning alone removes most virus particles on surfaces. Disinfection to reduce transmission of COVID-19 at home is likely not needed unless someone in your home is sick or if someone who is positive for COVID-19 has been in your home within the last 24 hours.

When and how to clean surfaces in your home

- Clean high-touch surfaces regularly (for example, daily) and after you have visitors in your home.
- Focus on high-touch surfaces such as doorknobs, tables, handles, light switches, and countertops.
- Clean other surfaces in your home when they are visibly dirty or as needed. Clean them more frequently if people in your household are more likely to get very sick from COVID-19. You might also choose to disinfect.
- Clean surfaces using a product suitable for each surface, following instructions on the product label.

Reduce contamination of surfaces

Take steps in your home to limit contamination of surfaces from airborne particles or from touching surfaces with contaminated hands.

- Ask visitors who are not fully vaccinated to wear masks.
- Follow guidance or people who are fully vaccinated before inviting visitors to your home.
- Isolate people who are sick with COVID-19.
- Have everyone in your household wash hands often, especially when returning from outside activities.

During Your Move (Your Movers Have Arrived for Loading and Unloading)

1. Greet with a smile, not a handshake.

It's not rude; it's simply safer to use other non-contact methods of greeting.

2. Maintain a six-foot distance.

As your drivers and workers load and unload your belongings, practice social distancing AND refrain from helping with the move — let them do it. If possible, keep children, pets and vulnerable household members in a separate area

3. Wash Hands

Request your movers wash their hands at the door and at regular intervals. It's also a good idea to limit restroom use to one restroom in the house. Provide cleaning wipes for doorknobs and light switches in the restroom and near entryways.

4. Practice CDC recommended protocol to decrease the spread of the virus.

These recommendations include but are not limited to the following: wearing masks and/or creating reminders to avoid touching the face, limiting food sharing, scheduling regular hand washing reminders by email/text notifications and regularly cleaning surfaces. For more information on what you can do to limit the spread of COVID-19.

5. If at any point before or during your move, you suspect you've been exposed to the virus or have symptoms, contact your mover to determine what to do.

After Your Move

1. Thoroughly clean your new home before you unpack and settle in.

In addition to cleaning your furniture and belongings as you unpack, make sure to properly dispose of all packing materials. Contact your local government agency if you have questions regarding the disposal or recycling of boxes and other packing material.

*These Guidelines represent recommendations based on current CDC Guidelines and are subject to change based on our evolving understanding of COVID-19; the availability of equipment; the personal preferences of each customer; and other federal, state and local regulations that may be issued from time to time.