



Dear Customer,

The global COVID-19 pandemic is a dynamic situation that is changing how we do business. As always, North American Lines Canada's main priority is for the overall safety and wellbeing of our customers, employees, van foremen, agents, and suppliers. To this end, we are continually monitoring and assessing recommendations and rule changes from health and governmental organizations to ensure we continue to safely perform our services.

North American Van Lines Canada's employees, agent personnel, and suppliers that interact in person with customers and client personnel have received guidance regarding safety measures beyond the Public Health Agency of Canada's [COVID-19 prevention guidance](#). Additionally, our national trade organization, the Canadian Association of Movers, is collecting and sharing [relevant information](#) on their website, which you may also find useful to understand any general transportation limitations or safety precautions that are being taken as they become known.

Some procedures we have implemented include:

- Requesting virtual pre-move consultations either via telephone or specialized video conferencing applications.
- Asking any crew members to stay home if they have traveled outside the country in the last 14 days or are exhibiting symptoms consistent with COVID-19.
- Checking in with customers 48 and 24 hours in advance of a move to ensure there is no one in the home or business that is exhibiting symptoms consistent with COVID-19 or is self-isolating.
- Asking customers to disinfect high-touch surfaces (e.g., doorknobs, handrails) where crews will be working, and to provide a clean-up area where crews can use soap and water and disposable towels. Crews may also bring hand sanitizer with minimum 60% alcohol to the work site.
- Maintaining social distancing (six feet / two meters) between customers and the professional moving team members.
- Using your own pen when signing paperwork.

Approaching this situation cautiously, and in partnership with our customers, will ensure we continue to safely deliver our services while minimizing health risks.