

Dear clients,

In this very rapidly changing time, we want to share with you where we stand and what we are implementing to make sure we can service your move safely and reliably.

Firstly - we are committed to operating within the guidelines of the public health orders and will follow the advice of Service NSW. We will continue communicating with clients directly and will update our procedures regularly as advice changes.

Our policy:

1. We are taking fewer bookings so there is flexibility in the schedule if we need it and backup staff available. Reliability of service is a key priority.
2. If any staff member is found to be a close contact, they will be required to self isolate for 14 days, staff members who have worked with that person will also be required to test and isolate as per guidelines.
3. Staff working between Greater Sydney and regional areas will be surveillance testing every 7 days.
4. Our crew will use hand sanitise regularly throughout the day. We ask that you please have soap and water available as well for them to use as well as required.
5. Face masks are worn at all times with short breaks being taken as appropriate. Please be aware that the strenuous nature of the work means that they are legally exempt and may need to remove them for particularly difficult carries where masks may impede safe movement.
6. Quotes will all be done on FaceTime/video call and box deliveries will be contactless.
7. We are a registered CovidSafe business and keep contacts for all clients. Our crew also carry a QR code for use by third parties who may come into contact with our crew.

We ask that you work with us too.

- If you are at all unwell or have been in contact with any confirmed cases, PLEASE let us know so we can find an appropriate way forward that is safe for everyone.
- Please stay well away while the movers do their thing. Find a comfy spot on the back verandah and take a break before the unpacking begins!
- Limit the number of people involved in your move – Our crew should ideally have just one contact on the day.

If you are concerned at all or have further ideas you would like implemented, we are all ears so please feel free to call / text at any time.

Stay healthy everyone.

Louise and Zander

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