

COVID-19 Preparedness Plan for Mid-West Moving & Storage

Mid-West Moving & Storage (MWM) is committed to providing a safe and healthy workplace and jobsite for all our workers, customers, clients, patrons, guests and visitors. To ensure we have a safe and healthy workplace, MWM has developed the following COVID-19 Preparedness Plan in response to the COVID-19 pandemic. Managers and workers are all responsible for implementing this plan. Our goal is to mitigate the potential for transmission of COVID-19 in our workplaces and communities, and that requires full cooperation among our workers and management. Only through this cooperative effort can we establish and maintain the safety and health of all persons in our workplaces and on our jobs.

MWM's COVID-19 Preparedness Plan follows the industry guidance developed by the state of Illinois, available at the Illinois Department of Public Health, which is based upon Centers for Disease Control and Prevention (CDC) guidelines for COVID-19. It addresses:

- ensuring sick workers stay home and prompt identification and isolation of sick persons
- ensuring that customers are not sick before we step on the job site
- social distancing – workers must be at least six-feet apart
- worker hygiene and source controls, including face covering as well as sneezing face touching requirements
- workplace cleaning and disinfection protocol
- communications and training practices and protocol

MWM has reviewed and incorporated the industry guidance applicable to our business provided by the state of Illinois for the development of this plan.

Ensure sick workers stay home and prompt identification and isolation of sick persons

We take temperatures before all workers enter the office building common area. Workers have been informed of and encouraged to self-monitor for signs and symptoms of COVID-19. The following policies and procedures are being implemented to assess workers' health status prior to entering the workplace and for workers to report when they are sick or experiencing symptoms.

MWM has implemented leave policies that promote workers staying at home when they are sick, when household members are sick, or when required by a health care provider to isolate or quarantine themselves or a member of their household.

In addition, to protect the privacy of workers' health status and health information, we keep health

records confidential to anyone not directly involved.

Before we go to a jobsite, when confirmation calls are made, we ensure no one on the jobsite or household is ill before we send our workers to the job.

Worker Face Mask Protocols

All our workers, customers, clients, patrons, guests and visitors are required to wear cloth face coverings in the workplace at all times. In addition, all workers must wear cloth face coverings when out on offsite jobs of any kind. All workers are provided and equipped with PPE items including face coverings, gloves and hand sanitizer.

Social distancing – Workers must be at least six-feet apart

Social distancing of at least six feet is implemented and maintained between workers, customers, clients, patrons, guests and visitors in the workplace through the use of plexiglass dividers throughout the office building, and conscious effort when moving about through office building or on the job.

Worker hygiene and source controls

Basic infection prevention measures are being implemented at our workplaces at all times. Workers are instructed to wash their hands for at least 20 seconds with soap and water frequently throughout the day, but especially at the beginning and end of their shift, prior to any mealtimes and after using the restroom. Hand-sanitizer dispensers (that use sanitizers of greater than 60% alcohol) are at entrances and locations in the workplace so they can be used for hand hygiene in place of soap and water, as long as hands are not visibly soiled. All employees on the jobsite are also equipped with hand sanitizers.

Workers and customers, clients, patrons, guests and visitors are being instructed to cover their mouth and nose with their sleeve or a tissue when coughing or sneezing, and to avoid touching their face, particularly their mouth, nose and eyes, with their hands. Workers and customers, clients, patrons, guests and visitors are expected to dispose of tissues in provided trash receptacles and wash or sanitize their hands immediately afterward. Respiratory etiquette will be demonstrated on posters and supported by making tissues and trash receptacles available to all workers and other persons entering the workplace.

Workplace cleaning and disinfection protocol

Regular practices of cleaning and disinfecting have been implemented, including a schedule for routine cleaning and disinfecting of work surfaces, equipment, tools and machinery, vehicles and areas in the work environment, including restrooms, break rooms, lunch rooms, meeting rooms, operations, and drop-off and pick-up locations. Frequent cleaning and disinfecting is being conducted of high-touch areas, including phones, keyboards, touch screens, controls, door handles, railings, copy machines, delivery equipment, etc.

On the worksite before and after each job, all moving equipment is being cleaned with high grade disinfectant.



Appropriate and effective cleaning and disinfecting supplies have been purchased and are available for use in accordance with product labels, safety data sheets and manufacturer specifications, and are being used with required personal protective equipment for the product.

All trucks are equipped with appropriate and effective cleaning and disinfecting supplies at all times.

Communications and training practices and protocol

This COVID-19 Preparedness Plan is communicated and reiterated to all workers on when jobs are scheduled and released to employees, and necessary training is provided throughout.

Additional communication and training is ongoing by through communication to new employees, emails to all employees and signs and announcements posted throughout the building.

Instructions are communicated to all workers, including employees, temporary workers, staffing and labor-pools, independent contractors, subcontractors, vendors and outside technicians and customers, clients, patrons, guests and visitors about protections and protocols, including: 1) social distancing protocols and practices; 2) practices for hygiene and respiratory etiquette; 4) requirements regarding the use of face-coverings and/or face-shields by workers and customers, clients, patrons, guests and visitors. All workers and customers, clients, patrons, guests and visitors will also be advised not to enter the workplace if they are experiencing symptoms or have contracted COVID-19. All management and workers are to take an active role and collaborate in carrying out the various aspects of this plan, and update the protections, protocols, work-practices and training as necessary.

Additional messaging

Message sent to customers during confirmations

Thank you for choosing [INSERT BUSINESS NAME] for your relocation needs.

We at [INSERT BUSINESS NAME] care about our customers' health. Please know we've instituted the [preventive steps](#) recommended by the U.S. Centers for Disease Control and Prevention for containing the coronavirus (COVID-19). This includes monitoring the health of our office employees, in-home estimators, drivers and moving crews. We recommend you follow these steps, too.

To keep everyone healthy, we ask you please inform us of changes in your health before your move date. Please tell us if you're suffering [flu-like symptoms](#) or have been exposed to someone with flu-like symptoms. If you're exposed to a suspected or confirmed [COVID-19](#) case or you're diagnosed with the disease, please inform us immediately.

We're taking every possible precaution to contain this pandemic. We appreciate your help in our efforts and wish you the best of health.

Messaging on our website regarding COVID-19

WE REMAIN OPEN and HERE TO HELP!

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MID-WEST[®]

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888.722.MOVE (6683)

- We focus on safety measures to protect our clients and team
- We clean and disinfect moving equipment and trucks daily.
- We are restricting all sick employees from working.
- We are temperature testing multiple times daily.
- We ask all clients to inform us if they are sick before we enter their homes or offices.
- We continue to provide hand sanitizer, gloves and masks for employees.
- We are practicing social distancing to avoid contact.

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