

Coronavirus (COVID-19)

Safety & Preparedness Steps

Interstate is committed to ensuring the services you expect are provided safely, efficiently and reliably during the COVID-19 (Coronavirus) pandemic. We are actively encouraging our team members to get fully vaccinated as soon as possible. To help stop the spread of the Omicron and other variants, we require our employees to wear masks and we're also asking our customers to please wear masks while our moving crews are in your home or workplace.

In the meantime, we are continuing to take the following steps to protect the health and safety of our employees, customers and their families:

- Sending home immediately any crew member who shows any sign of illness
- Using infrared thermometers for daily crew temperature screenings before dispatch
- Providing customers with a crew health status, prior to entering their homes
- Adhering to CDC and local health department guidelines regarding the required use of face coverings, hand washing and social distancing when on job sites
- Equipping our crews with disinfectant hand wipes, face coverings and instructions for their use
- Limiting the number of crew members in each vehicle; if additional man power is required, assigning another truck for safe transport and social distancing
- Conducting random, unannounced job site inspections to ensure compliance with CDC guidelines and company health and safety protocols
- To the extent possible, keeping the same packing and moving teams together daily to minimize their contact with other personnel
- Sanitizing and disinfecting all of our vehicles daily, as well as handheld tools such as iPads and clipboards
- Science-based protocol for cleaning and sanitizing reusable containers between moves
- Instructing frontline operations teams on how to respond to COVID-19 scenarios that our teams are likely to encounter when dispatching drivers/crews and while engaging with customers and service providers during the pandemic
- Conducting pre-move surveys and estimates virtually, at the customer's option
- Conducting job interviews virtually or in a social distance setting
- Limiting new employee training classes to 10 people and conducting classes in open air spaces with mandatory face coverings

Rest assured, we are continuing to monitor information as it becomes available and will be implementing additional recommendations and guidelines from local and national health organizations as conditions change.