



To enable both you and our crews to remain safe, we need some simple procedures to be followed both by our crew members and yourselves. Changes will be announced when Scotland, Wales and Northern Ireland and England are aligned.

For our part our crews have been briefed and they have been issued with PPE to include: Face Masks, Personal Hand Sanitiser, Disposable Gloves, and Safety Eyewear. Please note all modifications to our services are purely to keep you and our crews as safe as possible. The below is the official British Association of Removers guidelines agreed with Central Government and a host of other organisations in order to gain the green light to restart the unfreeze or thaw period.

Further to confirmation of your removal service we will need to make you aware of the way that we will conduct your removal as we are aware we do need to maintain our social distancing and limit the amount of contact between the customer and crew.

We will therefore, ask that you assist us with the following protocols.

- There will no longer be pre delivery of cartons nor the need to procure cartons or for you to pick them up from our stores. You may still do this with prior and mutual arrangement and agreement. SP who had had delivery may still use those cartons or leave them for the packing team.
- If any member of your household has had Coronavirus, been self-isolating or have signs of Coronavirus you must make us aware prior to the move. Please work together with us to ensure safety for everyone during the removals process.
- Only have one family member or representative at the residence. No other trade people can be present at the same time as our crews. You should wear facemask or face protection (even a scarf) during the removal process. We also request that no pets are free to roam around the house during the move. If this is not possible please designate an area, either on the property or off, where your family can remain during the complete removal and where our crews will not need to enter or transit through.
- The AU or representative should remain a minimum of 2 metres from our representatives and/or respect the minimum Social Distancing regulations in force at the time. Whichever is greater.
- Your property should be clean and tidy in preparation for the move and you are to wipe all surfaces, door handles, stair rails and with disinfectant prior to the arrival of the crew. Any item that has to be picked up by the crew, should be cleaned
- Any pre-packed cartons or bags - please ensure that the contents are clearly written on the external packaging.
- All appliances, electronics to be prepared prior to arrival and cleaned. Furniture to be disassembled before crew arrival as per JSP800. Crews will not reassemble furniture.
- Crews will not touch dirty clothing, dirty bedding, bathrobes, dirty dishes cutlery or hanging clothes. All these sensitive items are to be packed by owner. We are happy to have you put all these items into knotted bags or bin liners. For hanging clothes we can prepare the wardrobe cartons for you on the day. We will load all pre packed bags of items into cartons.



- Windows should be opened to maximise ventilation wherever possible.
- We will be unpacking everything we pack as usual. Aside the goods in plastic you packed originally.
- Delivery documents will be signed by the crew leader only, in view of the AU. The crew will “PP” the signature on your behalf. This signature equals and replaces your own and is therefore considered the same as signing yourself but we will ask whether you would like anything noted, or any additional comments.
- Any exceptions or losses or damages will be recorded on the delivery documentation.
- We would be grateful if you would allow access to your bathroom to allow the crew to wash their hands as and when required.
- These guidelines are in place as at 17:00 hrs 24th June 2020. They constitute the most protective measures deemed necessary at the time of writing but crews on the ground will assess each situation as it arises and agree finite detail directly with the AU on a case by case basis. As and when restrictions are lifted, these guidelines may be changed and as they do, the most recent version will be uploaded to the home page on the Agility website.

Please note that if you are not prepared to accept and adhere to these conditions either before or throughout the collection/delivery then the crew have been instructed to end the removal service.

These restrictions have been agreed with MoD.