

16 March 2020

To Our Valued Customers,

I want to address you, our valued customers, with an update on how SIRVA has been approaching the COVID-19 Pandemic. Our goal is to ensure the health and well-being of our employees as well as the assignees and relocating employees of our customers. It is critically important that we continue to take preventative and protective steps for them, all of our stakeholders, and general public welfare.

We have been closely following the daily information and recommendations provided by the World Health Organization, and the United States Center for Disease Control, in addition to numerous other government and private sector health experts. We have been and will continue to implement policies and practices consistent with the guidance and directives from the applicable government agencies for our offices.

Below is a summary of the actions SIRVA has taken to address the pandemic. We are cognisant of the impact these actions have on our employees, customers, agents, and supply chain partners. While recognising that the health and safety of our employees is paramount, we also continue to appreciate the importance of serving our customers. Our offices remain open and our service obligations to our customers will continue to meet and exceed the level of support and dedication that we always provide.

- We have established an executive-level Coronavirus Task Force to help us navigate this unprecedented situation.
- We have set up sub-taskforces to address daily operational concerns across the globe.
- Our HR, IT, Account Management, and Operation Executives have and continue to make our response a key focus of their current responsibilities.
- We have transformed both our Moving Operations Conference and SIRVA University into a virtual summit and cancelled the live, in-person conferences for this year.
- We have suspended all foreign travel.
- We have limited in-country travel and have asked for all employees to reconsider any personal travel.

- We have instituted procedures to address exposure risks and any COVID-19 sickness that impacts our offices. We are encouraging meetings to be held via web based connectivity.
- We have implemented work from home policies and practices to minimise communal contact, while allowing our employees to continue to work.
- We are notifying our stakeholders when we become aware of exposure risks based upon World Health Organization guidance.
- We have placed information in our blogs and on our website **Mobility Considerations for Clients in Response to COVID-19**.
- We have set up regular communications and a SharePoint site to keep our employees updated.
- We continue to remind everyone of the importance of social distancing and the need to maintain safe health and hygiene practices at work, at home, and when you are out in public. For an update and reminder of additional important health and preventative steps you can take please go to <https://www.cdc.gov/coronavirus/2019-ncov/prepare/prevention.html>, or <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>

We will continue to evaluate and implement the practices that we have put in place, and actions we are taking in our own offices, to protect the health and safety of our staff, agents, and suppliers, and to serve our customers.

We recognise the important and valuable service we provide to our customers, as we help you care for your employees who are already in the stressful position of relocating their homes, families, and jobs. It is vital that we continue to engage with you to our fullest capacity while we address this global health crisis.

Thank you for being our valued customer. We are committed to continuing our work with you and for you as we respond to the COVID-19 Global Health Pandemic.



Yours sincerely,

**Tom Oberdorf, CEO**