



Partners,

Like so many of you, we have spent the last several days and weeks learning about the coronavirus (COVID-19) and how it is impacting our world. For Custom Courier Solutions, that means understanding how it affects our employees, service partners, customers and communities, and then making the necessary adjustments to our work and operations.

We have one simple objective that guides us: keeping our employees' health and safety a priority. This has been at the center of our conversations pertaining to the coronavirus (COVID-19). With that in mind, we have made several moves in our business in response to the threat of the coronavirus.

We are closely following the Centers for Disease Control's (CDC), along with other agencies, guidelines and recommendations on the steps we can take to help prevent the spread of the virus.

We are suspending all White Glove Services (exception: outside assembly of patio furniture)

We are taking the following actions with the driver force:

- When making courtesy calls to notify customers that they are on their way to a customer's residence, encourage the teams to ask customers about exposure to ensure that it is safe for the team. (no one with direct or indirect exposure, no one with respiratory symptoms). If exposure is suspected follow normal protocol to have the pickup/delivery rescheduled.
- Have employees wear gloves to minimize exposure. Employees should follow common sense to limit touching extraneous items when on site.
- Encourage employees to wear masks if appropriate.
- Encourage employees to wear clothing that covers as much of their body as possible (long sleeve shirts, pants instead of shorts, etc.).
- Have drivers regularly disinfect steering wheels and other often-touched parts of the truck.
- Drivers should keep their windows open when possible.
- Provided antibacterial wipes and hand sanitizer in vehicles for drivers to use before and after pickups/deliveries.

We are taking the following actions with all employees:

- Actively encourage sick employees to stay home. Have employees stay at home if they have fever, respiratory symptoms, or believe they are sick. Have employees check in every day and note the condition of their health.
- Encourage employees to practice hand hygiene frequently: wash hands often with soap and water for at least 20 seconds. If soap and water are not readily available, use an alcohol-based hand sanitizer that contains at least 60% alcohol.
- Practice routine cleaning of frequently touched surfaces with household cleaning spray or wipe.
- Social distancing: When going to an area where there are other people, avoid those who are sick. When possible, maintain a distance of at least 6 feet * guideline below
- Encourage employees not touch their faces with unwashed hands.
- Encourage employees to cover their cough or sneeze - Use a tissue to cover their cough or sneeze and throw the tissue in the trash, then wash their hands. If they don't have a tissue within reach, cough or sneeze into their elbow.
- Encourage employees to follow Travel Guidelines: The CDC regularly posts travel restrictions and guidelines based on disease outbreaks, special events and natural disasters. Notify employees to consult those guidelines

before travel. These can change frequently as COVID-19 spreads. Take note that if someone travels to some countries, they may be required to be quarantined upon their return.

- Any employees who have been in contact (direct or indirect) with anyone with COVID-19 should not be going out to site visits.

The following can be used by your teams to help them keep in mind precautionary measures.

Keeping the workplace safe

Encourage your employees to...

Practice good hygiene



- Stop handshaking – use other noncontact methods of greeting
- Clean hands at the door and schedule regular hand washing reminders by email
- Create habits and reminders to avoid touching their faces and cover coughs and sneezes
- Disinfect surfaces like doorknobs, tables, desks, and handrails regularly
- Increase ventilation by opening windows or adjusting air conditioning

Be careful with meetings and travel



- Use videoconferencing for meetings when possible
- When not possible, hold meetings in open, well-ventilated spaces
- Consider adjusting or postponing large meetings or gatherings
- Assess the risks of business travel

Handle food carefully



- Limit food sharing
- Strengthen health screening for cafeteria staff and their close contacts
- Ensure cafeteria staff and their close contacts practice strict hygiene

Stay home if...



- They are feeling sick
- They have a sick family member in their home

What every American and community can do now to decrease the spread of the coronavirus

Keeping the home safe

Encourage your family members to...

All households



- Clean hands at the door and at regular intervals
- Create habits and reminders to avoid touching their face and cover coughs and sneezes
- Disinfect surfaces like doorknobs, tables, and handrails regularly
- Increase ventilation by opening windows or adjusting air conditioning

Households with vulnerable seniors or those with significant underlying conditions



Significant underlying conditions include heart, lung, kidney disease; diabetes; and conditions that suppress the immune system

- Have the healthy people in the household conduct themselves as if they were a significant risk to the person with underlying conditions. For example, wash hands frequently before interacting with the person, such as by feeding or caring for the person
- If possible, provide a protected space for vulnerable household members
- Ensure all utensils and surfaces are cleaned regularly

Households with sick family members



- Give sick members their own room if possible, and keep the door closed
- Have only one family member care for them
- Consider providing additional protections or more intensive care for household members over 65 years old or with underlying conditions

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Keeping commercial establishments safe

Encourage your employees and customers to...

Practice good hygiene



- Stop handshaking – use other noncontact methods of greeting
- Clean hands at the door, and schedule regular hand washing reminders by email
- Promote tap and pay to limit handling of cash
- Disinfect surfaces like doorknobs, tables, desks, and handrails regularly
- Increase ventilation by opening windows or adjusting air conditioning

Avoid crowding



- Use booking and scheduling to stagger customer flow
- Use online transactions where possible
- Consider limiting attendance at larger gatherings

For transportation businesses, taxis, and ride shares



- Keep windows open when possible
- Increase ventilation
- Regularly disinfect surfaces

What every American and community can do now to decrease the spread of the coronavirus

SOCIAL DISTANCING:

What does it mean?

Social distancing is the practice of reducing close contact between people to slow the spread of infections or diseases. Social distancing measures include limiting large groups of people coming together, closing buildings and cancelling events.



AVOID	Use Caution	Safe to DO
Group Gatherings	Visit a local Restaurant	Take a Walk
Sleep Overs	Visit Grocery Store	Go for a Hike
Playdates	Get Take Out	Yard Work
Concerts	Pick up Medications	Play in your Yard
Theatre Outings	Play Tennis in a Park	Clean out a Closet
Athletic Events	Visiting the Library	Read a Good Book
Crowded Retail Stores	Church Services	Listen to Music
Malls	Traveling	Cook a Meal
Workouts in Gyms		Family Game Night
Visitors in your House		Go for a Drive
Non-essential workers in your house		Group Video Chats
Mass Transit Systems		Stream a favorite show
		Check on a Friend
		Check on Elderly Neighbor

We remain vigilant in upholding these practices and will take additional precautions as recommended by the Centers for Disease Control & Prevention (CDC), World Health Organization (WHO) and local governments.

We continue to monitor this evolving situation and will keep you informed of future updates.

Thank you for your cooperation and continued service.