



To: FMI Team
From: Lorne Babiuk, Owner – Firemen Movers Inc.
Date: March 15, 2020

Hi Team,

I just wanted to touch base with everyone about the Covid-19 situation. First off, it is absolutely priority number one to make sure we keep our FMI Team members as safe as possible. It's obviously a very fluid situation right now but I wanted to share what we have talked about at the Board of Directors meeting for the Canadian Association of Movers and to go over a few protocols that FMI will be instituting as of Monday morning.

There is nothing I can tell you guys that you probably don't already know. Everyone is simply scrambling to find a way to take whatever steps possible to make sure we are part of the solution but things are changing daily so we will keep you all informed on any changes we make going forward.

Canadian Association of Movers - On the Board of Directors call last week we discussed what we can do to make sure our Teams are kept safe and how the moving clients will be kept safe as well. Unfortunately, there aren't any ground breaking measures that we can do at this point other than the common sense suggestions that everyone else is making. We discussed wearing masks and gloves. The consensus we heard was that gloves are only effective in a hospital type setting and simple masks don't work well and N-95 masks are the only ones that are effective to a certain point. The other point is that with all of the panic shopping people have decided to do these items are impossible to get. The Association is continuing to come up with a plan and I will share that with you as it becomes available.

Firemen Movers Protocols as of Monday morning - At FMI we will be instituting some mandatory protocols to make sure we keep everyone as safe as possible. These are simple steps we can take to be as safe as possible. All of these steps will be based around hand washing and these steps are all mandatory. Please make sure everyone follows these steps without exception to keep us all as safe as possible.

Mandatory Steps at FMI - These steps are to keep FMI Crews and our clients safe.

- Upon arrival at our FMI facility, everyone must immediately wash their hands in the FMI washroom.
- Upon arrival at your move for the day, the Crew Chief is to meet with the client at the front door of the home/condo/office and ask the client if anyone in the home/condo/office has been diagnosed with Covid-19 or if anyone is in quarantine in the house due to Covid-19. If the answer is yes to either question the Crew Chief is to return to the FMI truck and call the office immediately. Do not start the move if the answer to either question is yes. You will receive instruction from the office as to how to proceed.
- If the answer to the two questions above are no the next step is for the Crew Chief to inform the client that in order to start the move the entire FMI Crew will need to use the washroom on site to wash their hands. Once this is done the move can start.
- Once the load has been completed, and you are ready to leave the origin, the entire FMI Crew must then wash their hands in the client's washroom before they get in the truck to leave for the destination.
- Upon arrival at the destination the entire FMI Crew must wash their hands in the washroom at the destination before any offloading is to begin. Once this is completed the offload can begin.
- Once the offload is complete the entire FMI Crew must again wash their hands in the washroom at the destination before anyone gets on the FMI truck for the return to our facility.
- Upon arrival at the FMI facility the Crew Chief must assign another Crew Team member to use disinfecting wipes to wipe down the cab of the truck that was used that day. This includes all door handles inside and out, the steering wheel and brake buttons and gear shift/buttons and the seats of the truck.

The above steps are the best way for our FMI Team to stay safe and for our clients to stay safe. These steps are now mandatory and it is the responsibility of everyone to follow these protocols until further notice. There will be no exceptions at all as your safety is our number one priority.

Thanks in advance and please don't hesitate to call me if you have any questions, concerns or suggestions in regards to the above protocols. Stay safe everyone and thanks for your great work.