



COVID-19 Response Policy UPDATE 9/18/2020

Effective September 1st, 2020 Pilot has lifted all regional restrictions on White Glove and In-Home Services. We are still primarily concerned with the safety of our employees, vendors, customers & communities while we enter people's homes and businesses to Pick-up & Deliver shipments and perform White Glove services.

It is critical that we perform these services *RESPONSIBLY* in light of the developing situation with COVID19. Pilot is taking the following steps to ensure that this is the case:

- **If a Pilot representative has confirmed first-hand exposure to the COVID-19 coronavirus they will not report to work for any reason. They will get tested as appropriate, self-quarantine while awaiting results and follow all medical direction thereafter.**
- **Any employee who is sick will stay home, even if they have not contracted COVID-19.**
- **All non-essential business travel has been suspended.**
- **All personnel who can perform their work remotely are working from home.**
- **Pilot facilities are highly secure, in accordance with TSA & DHS security requirements. Only authorized personnel are able to gain entry to Pilot facilities.**

September 1, 2020, Pilot is lifting regional restrictions on In-Home Services

- Services will resume everywhere possible, with the consent of the final consumer. There may be service limitations in COVID-19 Hot-Spots, or where specific delivery agents are unable to perform services, but our Policy no longer prohibits performing these services in any region
- *Basic Home Delivery* shipments will deliver outside the main entrance at ground level.
- All other *Home Delivery* service levels will deliver into the home in accordance with the service level & delivery instructions
- Drivers will ask the consignee's name to record as the POD at time of delivery. We will not capture the consignee's direct signature on tablet, phone or paper delivery receipt.
- Drivers will take a photo of the delivered item to confirm delivery
- Hospitals & Clinics will also be handled as normal unless there are cases of COVID-19 within
- We will Pick-Up New Mattress returns that are fully sealed & packaged for shipping but Pilot WILL NOT resume Haulaway & Disposal of used Mattresses at this time
- **Drivers will continue to follow best practices as follows:**
- Wear Face Masks (covering nose & mouth) at all times even if Customer does not wear mask.
- Ask customer if they want us to enter. Proceed with delivery only if it is safe, and the customer consents – follow current *Pilot Driver Instructions*
- Ask customer to wear mask or maintain social distance
- Wear Gloves & Booties & use Hand Sanitizer
- Wash hands frequently, avoid handshakes or unnecessary contact and maintain social distance.
- Sanitize phone, tablet & all equipment. Ask for verbal POD & take photo of delivered items