

Effective June 1, 2020



Notice to Our Valued Customers

White Glove Residential Delivery and Pickup - Partial Re-Opening June 1, 2020

Effective Monday June 1, 2020 AIT's final and first mile WHITE GLOVE and ROOM of CHOICE RESIDENTIAL services will be reinstated in 29,528 zip codes across 101 markets.

In all other markets, delivery or pickup remains RESTRICTED to FIRST THRESHOLD or GARAGE. Additional markets will open based on local easing of governmental restrictions and capacity.

AIT has continuously provided White Glove services to COMMERCIAL locations throughout the United States during the pandemic.

AIT's policy is to operate in a manner to adhere to proper hygiene and social distancing recommendations for your customers and our drivers. Drivers will continue to follow CDC guidelines, as well as state and local policies.

DRIVER PROTOCOL

- Truck hygiene: use of disinfectant to clean areas and items touched in the operation of their vehicles
- Washing hands per CDC protocol
- Use of hand sanitizer upon return to their vehicle
- Wearing gloves while handling freight and masks throughout the transaction (changing gloves after each delivery)

CONSIGNEE ENGAGEMENT

The process adjustments below remain fluid and market conditions or government directives could create changes or adjustments on an as needed basis. Appointment coordinators and or drivers will inquire if anyone at the delivery location is Covid-19 positive or are displaying symptoms. If yes, the delivery will be canceled or rescheduled. Drivers reserve the right to limit delivery to the garage area if they believe their personal safety may be compromised by entering the residence (reason for any service change will be documented by the driver).

Delivery

Consignee options: The consignee may elect to decline White Glove or Room of Choice service and instead receive delivery to threshold or garage area.

o **Contactless Delivery**

Maintain Social Distancing: The consignee and driver must always maintain 6 feet social distancing throughout the transaction. The consignee may inspect the shipment after the driver steps away.

o **POD**

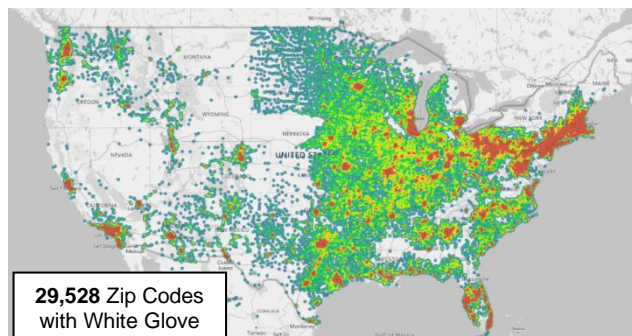
The driver will verbally ask for and record a name on paper or in a mobile application.

o **Delivery Discrepancies**

The driver is instructed to communicate any discrepancies to dispatch as soon as possible prior to departing the consignee location.

Pickup (reverse logistics)

Similar requirements and precautions as outlined above.



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