COVID-19 Response Policy UPDATE 6/1/2020

Effective June 1st, 2020 Pilot will resume White Glove and In-Home Services, as well as customer pick-up at Pilot facilities. Our primary concern is 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.

Sources like the Centers for Disease Control and the World Health Organization continue to provide reliable and current information on the status and spread of the virus. We continue to actively monitor developments regarding the situation and will do everything possible to protect Pilot customers and employees while performing normal daily shipping operations.

It is critical that we perform these services RESPONSIBLY in light of the developing situation with COVID-19. 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.**

### June 1st, 2020, Pilot will resume inside & White Glove services within a Home

- Services will resume where possible & with the consent of the final consumer. Services currently remain restricted to outside the home in metro NYC & Long Island, New Jersey, Eastern PA, Syracuse & New England.
- **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
- Hospital delivery will be limited to receiving dock or lobby, though Outpatient Clinics Doctor’s Offices will be handled as normal unless there are cases of COVID-19 within
- We will not resume Pick-up of Used Mattresses at this time

Drivers will continue to follow best practices as follows:

- 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**
- Use PPE – Face Masks (covering nose & mouth), Gloves, Booties & Hand Sanitizer
- Ask customer to wear mask or maintain social distance
- 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