



Customer Coronavirus Publication

14/05/2020

The impact of COVID-19 is now being felt across the whole of the UK and indeed the world. We want to firstly reassure you that the safety and well-being of all AnyVan customers, transport partners and drivers remains our top priority throughout this unfolding pandemic.

With this being an ever-changing and fast-evolving situation, we are closely monitoring operations and continuing to put appropriate measures in place to adhere to the UK Government's latest guidelines and advice. For the latest information on our coronavirus response, please visit our website article [here](#).

In order to minimise internal risks, the whole AnyVan support team is now conducting all business functions remotely - but do rest assured, though we may be working from home, our team continues to provide the same high level of support you will have come to expect through telephony, email and live chat; seven days a week.

While our primary function is as an online marketplace; connecting transport partners with customers of removal, storage and delivery services, we recognise the importance of reminding our community of specific health and safety measures as well as proactively releasing features in aid of minimising the contamination risk and spread of the disease.

Given our transport partners and drivers may be in physical contact with multiple customers and consignments during a single day, it is paramount all customers and partners follow the government's most recent advice around essential services, social distancing and risk aversion. AnyVan's transport partners and drivers must continue to serve customers and businesses across the UK where safe and possible. Adding to the government's efforts, AnyVan has released its own specific guidance for all customers, transport partners and drivers to follow, as summarised below:

- Transport partners and drivers are to collect/deliver from outside of the property where the customer deems at all possible, or otherwise customers are advised to remain in a separate room throughout the course of the service;
- Transport partners have been advised to undertake risk assessments on moves where there is a heightened risk of contamination;



- Transport partners and drivers have been advised to follow the latest government guidance which currently ([gov.uk](https://www.gov.uk), [11 May 2020](#)) states that work carried out in people's homes can continue, provided the tradesperson is well and has no symptoms of coronavirus (COVID-19). Full details for 'Working safely during COVID-19 in other people's homes' can be found on the government's website [here](#);
- Any customer or partner considered vulnerable or displaying symptoms of coronavirus should immediately notify AnyVan, and customers should have their move rescheduled at no additional cost;
- We urge all customers and parties involved in a move to keep a suitable distance away, above and beyond the 2 metre social distancing figure, from our partners throughout all moves - or where possible to reside in a separate room to that of the partner.

Ensuring both customers and transport partners are not unfairly penalised for following the guidance and advice, customer cancellation fees have been removed up until the day of the move and partner deallocation fees have been relaxed.

Similarly, home removals can now continue in England in line with the government's most recent statement ([11 May 2020](#)) addressing removal work; 'Removal firms are able to operate, although they may need to adjust usual procedures in order to ensure moves happen as safely as possible.' The announcement goes on to state, 'You and your household should also try and do as much of the packing yourself as possible. However, where this is not possible, you should speak to your removal firms in advance.' AnyVan is still able to offer a packing service upon request. It is also requested that, where possible, 'you clean your belongings, with standard domestic cleaning products before they are handled by others, including removal firms.' Advice on cleaning procedures can be found on the government's website [here](#). We'd also ask that you do not provide refreshments to your driver or porter, but 'ensure they have access to hand washing facilities, using separate towels or paper towels if possible.'

The government's advice to Removal firms operating in England, which would include many of our transport partners, states:

- 'Removers should seek to minimise contact with homeowners and remain 2 metres apart from householders at all times.'
- 'Removers should implement a buddy system and ensure that the same people work together when moving bulky items and furniture.'
- 'No work should be carried out by a person who has coronavirus (COVID-19) symptoms, however mild.'

(Source: [gov.uk](https://www.gov.uk), [11 May 2020](#))



It is vitally important we all adhere to the advice being given and ensure we maintain social distancing and risk aversion, conducting and employing only safe activities and services. Guidance does vary between devolved governments, so please always check the advice for your area before initiating the purchase of services. AnyVan is here to support all of our customers and businesses through this tough time, and stand in unity with our frontline workers who are doing so much to ensure we can leave this period of uncertainty as soon as reasonably possible. If you have any concerns or queries, please email us at coronavirus@anyvan.com and we will endeavour to respond to you ASAP.

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