



Customer Coronavirus Publication

28/04/2020

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 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 close proximity to multiple customers and consignments during a single day, it is paramount all customers and partners follow the government's advice around essential services, social distancing and risk aversion. AnyVan's transport partners and drivers are considered Key Workers by the [government's definition](#), and thus must continue to serve 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 wear appropriate PPE when completing moves as we continue to follow the latest government guidance which currently ([gov.uk, 26 March 2020](https://www.gov.uk/government/news/coronavirus-guidance-for-tradespeople)) states that work carried out in people's homes can continue, provided the tradesperson is well and has no symptoms of coronavirus (COVID-19);
- 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.

It is also important that as an AnyVan customer, you consider your move to be essential as per the government's continually evolving advice, whether that be through purchasing 'items to support home working, education or entertainment, or other goods like electronics and technology, ensuring people can remain connected virtually to friends and family, and hardware suppliers are ensuring people have the parts they need to carry out home repairs' ([Secretary of State for Business, 8 April 2020](https://www.gov.uk/government/news/secretary-of-state-for-business-8-april-2020)). AnyVan supports many essential retailers, supply chains and services including the NHS (read more about our support for the NHS [here](#)) and endeavour to keep goods moving where it is considered necessary.

Similarly, home removals can continue inline with the government's most recent statement (26 March) addressing removal work where it is said, 'Removers should honour their existing commitments where it is clear that the move can be done safely for the client and your own staff and it is clear that the moving date cannot be moved.' It is also stated, 'Where the property being moved into is vacant, then you can continue with this transaction although you should follow the guidance in this document on home removals' (available [here](#)). The document goes on to state, 'If moving is unavoidable for contractual reasons and the parties are unable to reach an agreement to delay, people must follow advice on staying away from others to minimise the spread of the virus.'

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

- 'Removers should honour their existing commitments where it is clear that the move can be done safely for the client and your own staff and it is clear that the moving date cannot be moved.'
- 'Removers should follow the latest government guidance which currently (26 March 2020) states that work carried out in people's homes can continue, provided the tradesperson is well and has no symptoms or coronavirus (COVID-19).'



- 'It is important to ensure government guidelines are followed, including maintaining a 2 metre distance from others, and washing their hands with soap and water often for at least 20 seconds (or using hand sanitiser gel if soap and water is not available).'
- 'No work should be carried out by a person who has coronavirus (COVID-19) symptoms, however mild.'

(Source: [gov.uk](https://www.gov.uk), 26 March 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 essential activities and 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.

Best wishes and stay safe,

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