

COVID-19 FAQs

Q: Are household goods movers canceling moves?

A: The majority of our partners are open and remain fully operational, with the exception of ACR in France. Due to the regulations within France, ACR has closed their offices until further notice and will be rescheduling all services. All other partners continue to serve our customers, although delays may be experienced.

While the postponement of moves may become necessary in certain regions, any delays or rescheduling will be communicated to the Aires counselor by our partner as soon as the situation arises.

You can also reference the regularly updated country-specific partner update document on the Aires resource page for specific partner and country information.
(<http://info.aires.com/aires-resource-page>)

Q: Are household goods shipments affected?

A: Yes, household goods shipments may be impacted on varying levels depending on specific country or local area restrictions. Current and anticipated impacts include but are not limited to:

- ✓ Virtual surveys in lieu of in-person home surveys
- ✓ Delays in delivery or port delays due to diminished customs staff
- ✓ Shortage of raw materials for packing
- ✓ More limited interactions with crew members
- ✓ Cancellation or rescheduling of pack/load or delivery days

Q: How do we handle the customs clearance process if the employee cannot be physically present in the host location?

A: In general, if delivery is not possible due to travel delays of the transferee/assignee, the goods will be held in port and placed in warehouse storage until the time the transferee can be present to accept the shipment. Please reach out to your contact to discuss specific situations.

Q: Are any temporary housing or destination service providers offering to deliver essential items to transferees and if so, what types of items?

A: We do not know of any temporary housing or DSP services which are offering to deliver groceries or essential items at this time. Many providers are moving to a more virtual platform and limiting contact with clients/customers in order to maintain social distancing protocols.

Should you have a customer in need, please reference our Resources and Tips document which provides a list of grocery/essential needs delivery services, meal prep services, restaurant delivery services, etc.

Q: As many companies are shifting to work-from-home plans, can desks be delivered to temporary housing, if needed? And can the delivery fee be waived?

A: This would need to be discussed with the specific temporary housing provider and would be based on availability. Any reduction or waiving of fees would need to be requested of the facility and any additional or increased costs should be brought to the attention of the client for approval.

Q: Maid services have been cancelled in some serviced accommodations; do we have any alternative solutions to offering these services?

A: If the facilities are unable or unwilling to provide cleaning services to the units, as an alternative and with the client's approval (if they are covering the costs), you can engage a professional cleaning service for this interim period. Please refer to the Resource and Tips document for national, top ranked service providers.

Q: Will Aires be sending out communication to transferees or assignees impacted by delays in services (e.g., shipment of goods, etc.)? Special communications set up with employees?

A: Any delays in or cancellation of services from any provider will be communicated to the Aires counselor directly. The counselor will be responsible for communicating this to their transferees and working with them to resolve the matter.

Any questions related to specific service providers that cannot be answered through our internal resource documents or webpage should be directed to the Aires procurement team:

Brad Stevenson – DSP

Bonnie Cameron – Real Estate

Brandi Thorne Horner – International HHG

Gigi Fejko – Domestic HHG and Cross Border Canada