



TRANSWORLD INTERNATIONAL

Dear valued partners,

For 50 years, Transworld International takes care of his employees and customers. This is even more the case in these daunting times where the COVID-19 virus spreads over the world.

Our Service Delivery continues as normal with a safety-first approach. Transworld International's first aim is the health and well-being of our employees, customers and partners worldwide while organizing top quality relocations. We are in close contact with other organizations within Belgium and Europe and strictly follow the guidelines of the Belgian Government and the World Health Organization, as can be found on the [Health, Food Chain safety and Environment website of the Belgian Federal Public Service](#) and the [World Health Organization website](#). We are continually adhering to their latest advice.

This includes strict hygiene rules and maintaining social distance whenever possible:

- Maintain workplaces clean and hygienic.
- Promote regular and thorough hand-washing by employees, contractors and customers.
- Promote good respiratory hygiene in the workplace.
- If you have flu-like symptoms, stay at home.
- Avoid shaking hands, kissing or cuddling the persons you meet. Stay at least one meter away.
- Pay a very special attention to people who are considered as being at risk, such as elderly people over 65, people with diabetes or with a heart, lung or kidney disease and people with a weakened immune system.
- Children do not belong to those groups of people at risk, but they can easily transmit the virus. Therefore, it is recommended to avoid contacts between children and elderly people.
- Try keeping a distance from others when you are in a crowded place.
- Avoid contacts with persons who are visibly ill and keep a distance from them.

For as long as necessary, we keep meetings, trainings and educational programs to an absolute minimum and promote regular teleworking, where possible.

Pre-move surveys are performed through video or telephone surveys if possible. If required, pre-move surveys can be performed at the residence following strict guidelines which are communicated to our customers beforehand.

Strict guidelines are also communicated and followed, when our employees perform moving services at customers' residence. Physical contact is reduced to a minimum and hygiene rules are imposed.

We encourage delivering virtual services whenever possible for destination services, including but not limited to assistance with settling-in services / coordination.

At this moment there are no restrictions for transport of goods throughout the Schengen Area. This may however change. If this would be the case, we will update the parties concerned at once.

If you have any doubts, questions or concerns, kindly contact us at our general number: +32 2 687 50 90. We remain at your service.

For urgent matters, please contact:

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Stay safe and sound!

Best regards,

Fanny Sterckx

CEO
GMS®