



# Your Safety and Security

The safety of you, your family, and your belongings are of utmost concern to Alexander's Mobility Services.

## Some important safety measures we take are:

- Atlas and Alexander's are industry leaders in requiring background checks and random drug testing for every driver and crew member who might be involved with your relocation.
- Our *Quality Assurance Job Stop Program* and customer feedback initiatives allow us to monitor moves in progress and as they are completed to make sure our policies and procedures are followed precisely.
- Your Alexander's customer service team counsels you on "best practices" for sorting and packing to ensure the integrity of important documents and high value items.

Throughout your move there are precautions you should take, too.

## We recommend that you follow these safeguards:

1. Protect your personal identity by transporting confidential and private information in either a locked file container or by carrying these types of documents with you during your move. Examples include information about bank accounts, credit cards, and tax documents. Shred all documents and disks with personal information you plan to discard prior to leaving for your destination or new home.
2. Plan to transport irreplaceable belongings yourself. These include fine jewelry, except for minor-value costume jewelry; coins, currency and other negotiable paper; stock certificates, bonds, notes, etc; important papers, deeds, titles, bank books, tax forms and similar documents; and prescription and medical/dental records. Keep in mind not everything is covered under transit protection (valuation). Plan to take these things with you personally: computer software; collections (coins, stamps, baseball cards, and similar items); rare items; and furs.
3. Don't forget to personally carry items you will need in transit such as airline tickets, school enrollment documents, home closing paperwork, and the like. We suggest you set aside a special carton for these items and label it "DO NOT LOAD."
4. There are items we absolutely cannot move in our equipment. Your driver will refuse to accept them, so be prepared to handle them yourself. They are:

aerosols	flammables	cleaning agents
combustibles	perishables	plants
ammunition	paint	propane or butane bottles

5. An important document for you to complete is the *Statement of Customer Responsibilities and High Value Inventory*. This form is provided by your Alexander's representative at the time of your home survey or it can be requested from your customer service representative by phone or e-mail. This document should be given to the driver and reviewed before packing begins.
6. You should also use your *Statement of Customer Responsibilities and High Value Inventory* form along with the *Customer Check-off Sheet* we provide at time of delivery as your inventory list. Check off each piece/box as it is unloaded and record anything that may be missing or damaged. If something does appear to be missing, your moving crew can immediately begin searching.

# SECURITY

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