



Department  
of Health

## NY FORWARD SAFETY PLAN TEMPLATE

Each business or entity, including those that have been designated as essential under Empire State Development's Essential Business Guidance, must develop a written Safety Plan outlining how its workplace will prevent the spread of COVID-19. A business may fill out this template to fulfill the requirement, or may develop its own Safety Plan. **This plan does not need to be submitted to a state agency for approval** but must be retained on the premises of the business and must be made available to the New York State Department of Health (DOH) or local health or safety authorities in the event of an inspection.

Business owners should refer to the State's industry-specific guidance for more information on how to safely operate. For a list of regions and sectors that are authorized to re-open, as well as detailed guidance for each sector, please visit: [forward.ny.gov](https://www.forward.ny.gov). If your industry is not included in the posted guidance but your business has been operating as essential, please refer to ESD's [Essential Business Guidance](#) and adhere to the guidelines within this Safety Plan. Please continue to regularly check the New York Forward site for guidance that is applicable to your business or certain parts of your business functions, and consult the state and federal resources listed below.

### COVID-19 Reopening Safety Plan

**Name of Business:**

Piece of Cake Moving and Storage

**Industry:**

Moving and Storage

**Address:**

39 Knickerbocker Ave, Brooklyn, New York, 11237

**Contact Information:**

Phone: (212) 651 7273

**Owner/Manager of Business:**

Voyo Popovic

**Human Resources Representative and Contact Information, if applicable:**

Najah Ayoub Ph: 917 609 8085

### I. PEOPLE

**A. Physical Distancing.** To ensure employees comply with physical distancing requirements, you agree that you will do the following:

- ☒ Ensure 6 ft. distance between personnel, unless safety or core function of the work activity requires a shorter distance. Any time personnel are less than 6 ft. apart from one another, personnel must wear acceptable face coverings.
- ☒ Tightly confined spaces will be occupied by only one individual at a time, unless all occupants are wearing face coverings. If occupied by more than one person, will keep occupancy under 50% of maximum capacity.
- ☒ Post social distancing markers using tape or signs that denote 6 ft. of spacing in commonly used and other applicable areas on the site (e.g. clock in/out stations, health screening stations)
- ☒ Limit in-person gatherings as much as possible and use tele- or video-conferencing whenever possible. Essential in-person gatherings (e.g. meetings) should be held in open, well-ventilated spaces with appropriate social distancing among participants.
- ☒ Establish designated areas for pick-ups and deliveries, limiting contact to the extent possible.

*List common situations that may not allow for 6 ft. of distance between individuals. What measures will you implement to ensure the safety of your employees in such situations?*

### **1. Travel to and from pick up and drop off locations for staff in moving truck**

When travelling in moving vehicles our staff wear masks and adhere to all hygiene protocols including sanitising, regularly changing gloves and taking breaks outside the vehicle.

### **2. On arrival at pick up and drop off locations**

On arrival at pick up and drop off buildings, our staff maintain a safe distance from building management workers including supers and doormen and maintain vigilant mask use and regular sanitisation.

### **3. The performance of moving services**

Where a distance of 6 feet is not possible within a client's pick up or delivery address Piece of Cake Moving and Storage enables contactless moves for the safety of our staff and our customers. These moves are directed by a client via cell phone, video call or from another location or part of their building.

The customer can sign the Bill of Lading electronically, or it is left at a distance with a sanitised pen for them to sign and leave for our movers to pick up once they have moved 6 feet away from the document.

*How you will manage engagement with customers and visitors on these requirements (as applicable)?*

Customers are briefed ahead of time on the contactless move and health safety protocols via direct phone, email communications and our constantly updated COVID 19 Moving FAQ web landing page which is included in all of our customer email communications.

<https://mypieceofcakemove.com/nyc-moving-companies-working-essential/>

Customers are also required to inform Piece of Cake Moving & Storage if they or a member of their household is sick or has been sick with COVID 19. Piece of Cake Moving & Storage will in these situations reschedule the customers move for a later date, or refund the customer completely for any balances they may have already paid.

If on the day of the move the customer is not practicing social distancing, movers will identify and highlight them with a customer before proceeding with the service i.e. asking a customer to wear a mask and keep the required 6 foot distance. Movers are encouraged to call in a member of the executive to explain the procedure to a customer in more detail if there is any dispute on protocols.

Piece of Cake also utilizes its social media platforms to amplify the messages more broadly on how we have adapted our services to protect the customer, and what they can expect on the day of their move.

*How you will manage industry-specific physical social distancing (e.g., shift changes, lunch breaks) (as applicable)?*

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Our movers receive regular updates and reminders on the need to socially distance and maintain face coverings. They are no longer approved to take lunch breaks together in their vehicle but are expected to socially distance separately in a safe outdoor space while they eat and drink, and ensure they sanitise their hands before and after meals.

Crews often travel together in groups of two or three, and undergo health checks at the start of every shift for their temperature and any common visible symptoms of COVID 19 . During the day they are also required to report any symptoms or ill health to their team leader who is expected to upwardly refer it to head office in real time.

Within our offices all desks have been spaced 6 feet apart. Regular sanitisation measures, disinfectant and other precautions are undertaken daily to help reduce the risk.

Within the storage facilities of Piece of Cake Moving & Storage storage staff operate in a small team and practice social distancing. When moving crews arrive to drop off or pick up customer items both teams wear masks and gloves around each other, and are directed to wash their hands after they handle each load.

## **II. PLACES**

**A. Protective Equipment.** To ensure employees comply with protective equipment requirements, you agree that you will do the following:

- ☒ Employers must provide employees with an acceptable face covering at no-cost to the employee and have an adequate supply of coverings in case of replacement.

*What quantity of face coverings – and any other PPE – will you need to procure to ensure that you always have a sufficient supply on hand for employees and visitors? How will you procure these supplies?*

Piece of Cake Moving and Storage provides all PPE free of charge and in abundance in our offices, storage facility and vehicles. This includes plastic face shields custom printed with our logos, fabric masks, boxes of disposable gloves to be changed between each move and industrial sized bottles of sanitizer in vehicles and multiple corporate locations.

The supply of adequate PPE is part of the company's COVID Response Plan which is maintained by our Operations Manager. The team is to dispose of their glove and face masks after each customer move in bins provided in each truck for safe disposal when they arrive at HQ. Place face shields are reusable and are wiped down daily with alcoholic wipes before and after each movers shift.



- ☒ Face coverings must be cleaned or replaced after use or when damaged or soiled, may not be shared, and should be properly stored or discarded.

*What policy will you implement to ensure that PPE is appropriately cleaned, stored, and/or discarded?*

Piece of Cake Moving and Storage ordered generous amounts of disposable PPE in March 2020 at the start of the pandemic as we were expected to continue operating as an essential business. The company has replenished supplies as appropriate to ensure a minimum of a 4 week backlog in storage at our office any one time. No PPE is cleaned and reused, it is appropriately discarded and replaced within a 10 hour period or sooner depending on the use and exposure of the member of staff. Each member of staff has their own PPE and is not permitted to share it. As part of our COVID Response Plan staff are also regularly briefed and reminded on how to manage their PPE during the course of the day, including removal while eating or a break, avoiding touching their face etc.

- ☒ Limit the sharing of objects and discourage touching of shared surfaces; or, when in contact with shared objects or frequently touched areas, wear gloves (trade-appropriate or medical); or, sanitize or wash hands before and after contact.

*List common objects that are likely to be shared between employees. What measures will you implement to ensure the safety of your employees when using these objects?*

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The team of movers assigned to their bookings each day has an allocated foreman who handles the vehicle operations and ensures it is disinfected during the day including the steering wheel, gear shift and indicator lights. Movers are supplied with disposable gloves to be changed between each move. The inside of the truck where boxes and furniture are stored during transportation includes an industrial sized bottle of disinfectant to promote regular use and each truck is thoroughly sanitised at the end of each day. One member of the team is assigned the signing of the Bill of Lading procedure and ensures the pen is sanitised before and after signing if a customer chooses to sign it in hard copy instead of electronically.

Office bound and storage workers only share entryways and common spaces such as restrooms where appropriate social distancing measures including the moving of furniture have been implemented. These workers work within a socially distanced footprint and do not hotdesk and have their own stationary, laptops and phones which are regularly sanitised.

Professional cleaners are hired to conduct deep cleaning during the week of common areas in the office and storage facility, they are briefed to clean common touch areas.

**B. Hygiene and Cleaning.** To ensure employees comply with hygiene and cleaning requirements, you agree that you will do the following:

- ☒ Adhere to hygiene and sanitation requirements from the [Centers for Disease Control and Prevention](#) (CDC) and [Department of Health](#) (DOH) and maintain cleaning logs on site that document date, time, and scope of cleaning.

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**STOP THE SPREAD.**

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### *Who will be responsible for maintaining a cleaning log? Where will the log be kept?*

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The Operations Manager maintains a Cleaning Log that confirms each vehicle has been cleaned daily, and office and storage facility sanitation measures have been fulfilled. The log includes the date, time and a description including the licence plate of the vehicles involved. An inventory of existing PPE and cleaning products is also conducted weekly to ensure supplies remain ample for the daily demands of the business. The Cleaning Log is kept at the Brooklyn office by the Operations Manager who briefs the executive on the status of the COVID Response Plan and broader measures regularly.

- ☒ Provide and maintain hand hygiene stations for personnel, including handwashing with soap, water, and paper towels, or an alcohol-based hand sanitizer containing 60% or more alcohol for areas where handwashing is not feasible.

*Where on the work location will you provide employees with access to the appropriate hand hygiene and/or sanitizing products and how will you promote good hand hygiene?*

With most of our workers in transit during the day, industrial sized hand sanitizers are provided in all vehicles additional to smaller sized bottles available in the cabin. These movers adhere to hygiene measures on arrival at work also, before leaving for the day. They are also provided with disposable gloves they have the option of using when handling boxes at each location. All movers are regularly briefed and reminded of best practice with regards to health protocols and infection control for themselves and the broader community.

Office and storage workers have access to both handwashing with soap and water as well as alcohol based sanitizers containing 60% or more alcohol. Our office and storage based workers have been provided with multiple hygiene stations on arrival and within the premises to maintain good standards throughout the course of the day.

- ☒ Conduct regular cleaning and disinfection at least after every shift, daily, or more frequently as needed, and frequent cleaning and disinfection of shared objects (e.g. tools, machinery) and surfaces, as well as high transit areas, such as restrooms and common areas, must be completed.

*What policies will you implement to ensure regular cleaning and disinfection of your worksite and any shared objects or materials, using [products](#) identified as effective against COVID-19?*

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Piece of Cake Moving and Storage implemented regular briefings and updates to all staff in March 2020 and these continue to the present day as part of our COVID Response Plan. This measure has allowed us to add new measures in our policies and inform staff immediately of any changes or new advice.

The strict policy of the company is to have the entire interior of each vehicle disinfected each day, additional to the use of sanitizer on common surfaces in each vehicle between each move. Common surfaces in our storage facility including elevators are also disinfected each day. All office spaces and corporate areas are cleaned and disinfected at the end of each day by professional cleaners, including bathrooms and the kitchenette. Keyboards, photocopiers and monitors are wiped down, phones are sanitised and pens are regularly replaced and cleaned.

**C. Communication.** To ensure the business and its employees comply with communication requirements, you agree that you will do the following:

- ☒ Post signage throughout the site to remind personnel to adhere to proper hygiene, social distancing rules, appropriate use of PPE, and cleaning and disinfecting protocols.
- ☒ Establish a communication plan for employees, visitors, and customers with a consistent means to provide updated information.
- ☒ Maintain a continuous log of every person, including workers and visitors, who may have close contact with other individuals at the work site or area; excluding deliveries that are performed with appropriate PPE or through contactless means; excluding customers, who may be encouraged to provide contact information to be logged but are not mandated to do so.

*Which employee(s) will be in charge of maintaining a log of each person that enters the site (excluding customers and deliveries that are performed with appropriate PPE or through contactless means), and where will the log be kept?*

Appropriate hygiene signage and reminders are posted throughout the company's physical sites including offices, the storage facility and truck bays. We conduct regular and detailed internal communications campaigns to update staff on changes or remind them of the hygiene protocols including reporting of any illness or contact with an infected person. The company intranet also includes detailed information on recognising, reporting and controlling any symptoms or risk to our staff and the people around them.

Movers who arrive to work each day are logged in our Health Monitoring Log and assessed daily by the General Manager and Operations Manager. Ensuring the appropriate amount of PPE is in each vehicle and provided to each mover daily at the start of each shift.

The nature of our business is such that customers do not visit our offices. All sales and follow up is conducted remotely, by phone or email. They are regularly reminded of the reporting protocols for any suspected infection and provided with generous leave and flexible Work From Home options as needed. The storage facility maintained by Piece of Cake Moving and Storage is not freely accessible by customers, and each unit is emptied by Piece of Cake movers only, in accordance with our stringent hygiene standards. The same reporting protocols are expected here and updated as appropriate for storage staff.

The internal Health Monitoring Log, owned and managed by the Operations Manager is the single source of information on any potential transmission risks, the names and details of the persons involved and the dates in which contact has been made with them and any virus confirmed. Internal communications are sent to onsite and field workers asking them to re-complete the health screening questionnaire. Should a valid infection be identified, the General Manager will arrange a staff meeting via conference call to ensure social distancing to explain next steps and take questions. The Operations Manager would upwardly refer any serious risk of infection to the executive team for discussion immediately.



- ✓ If a worker tests positive for COVID-19, employer must immediately notify state and local health departments and cooperate with contact tracing efforts, including notification of potential contacts, such as workers or visitors who had close contact with the individual, while maintaining confidentiality required by state and federal law and regulations.

*If a worker tests positive for COVID-19, which employee(s) will be responsible for notifying state and local health departments?*

If a worker tests positive for COVID-19, they are expected to upwardly refer their diagnosis to their team leader who will ensure the Piece of Cake Moving and Storage Operations Manager enacts all the appropriate reporting protocols both internally to other staff and externally to local health officials.

The Operations Manager would fulfill all reporting requirements to health officials and cooperate with tracing efforts while adhering to patient confidentiality laws at the state and federal level.

The Operations Manager would also identify any other external parties who may have engaged with the member of staff in the infectious period to assist with containment. This information would also be documented in the internal Health Monitoring Log as part of the company's COVID Response Plan.

### III. PROCESS

**A. Screening.** To ensure the business and its employees comply with protective equipment requirements, you agree that you will do the following:

- ✓ Implement mandatory health screening assessment (e.g. questionnaire, temperature check) before employees begin work each day and for essential visitors, asking about (1) COVID-19 [symptoms](#) in past 14 days, (2) positive COVID-19 test in past 14 days, and/or (3) close contact with confirmed or suspected COVID-19 case in past 14 days. Assessment responses must be reviewed every day and such review must be documented.

*What type(s) of daily health and screening practices will you implement? Will the screening be done before employee gets to work or on site? Who will be responsible for performing them, and how will those individuals be trained?*

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All onsite and field workers of Piece of Cake Moving & Storage are screened daily for a temperature and assessed by their team leader for any feelings of unwellness. They are also provided with regular questionnaires to determine whether they or any of their contacts have tested positive for a COVID test or begun to show symptoms. The responses to this questionnaire are compiled by the Operations Manager in the Health Monitoring Log.

The Operations Manager and the Operations Coordinator are trained to follow CDC and New York State policies and procedures on assessing for COVID 19 in the workplace. As they are not medical professionals when in doubt they will refer the Piece of Cake worker to seek a medical and professional opinion.

All onsite and field workers are encouraged to work from home for a minimum of 14 days should any symptoms arise and are briefed regularly on their responsibilities to each other and to public health.

Regular reminders about recognising and reporting symptoms are implemented at Piece of Cake. The Operations Manager records these names, contact details and dates in the Health Monitoring Log and is responsible for regular follow up to check on any confirmed cases.

*If screening onsite, how much PPE will be required for the responsible parties carrying out the screening practices? How will you supply this PPE?*

PPE is provided to all workers, regardless of their role in the company or whether they are conducting screening as part of the company's COVID Response Plan. Screeners are expected to self report before arriving at work if they display any symptoms and test each other for temperature and other risk factors before beginning the process with movers and other staff. While the face shields are used predominantly by moving and storage staff, they are accessible by all employees including those in office along with fabric masks, gloves, personal sanitiser kits and wipes. These supplies are available at all physical workplace locations and additional supplies are in each vehicle.

**B. Contact tracing and disinfection of contaminated areas. To ensure the business and its employees comply with contact tracing and disinfection requirements, you agree that you will do the following:**

- ☒ Have a plan for cleaning, disinfection, and contact tracing in the event of a positive case.

*In the case of an employee testing positive for COVID-19, how will you clean the applicable contaminated areas? What products identified as effective against COVID-19 will you need and how will you acquire them?*

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In the event of a confirmed case and related contamination, the Operations Manager would enact our COVID Response Plan. This includes:

- identifying the co-workers engaging with the confirmed case in the 14 days previous to infection and alerting them
- Calling in our industrial cleaning contractors to sterilise and disinfect the entire site impacted directly with industry best practice cleaning products and equipment. The Operations Manager would consult with them on the best approach depending on the scale and scope of contamination and would secure supply if the contractors were unable to.
- Contacting the relevant health authorities

*In the case of an employee testing positive for COVID-19, how will you trace close contacts in the workplace? How will you inform close contacts that they may have been exposed to COVID-19?*

In the event of a confirmed case, the Operations Manager would enact our COVID Response Plan. This involves:

- Identifying the movements and shifts of the positive employee
- Identifying co-workers engaging with the confirmed case in the 14 days previous to infection and alerting them
- Contacting the relevant health authorities
- Working with staff to identify any external parties such as customers they may have been in contact with in the previous 14 days and work with the executive to provide appropriate advice to them to monitor for symptoms and self isolate. A template of this advice has been drafted and is ready for issue with adjustments to timings and locations swiftly if required.



- Asking all staff at the infected location to work from home and monitor for symptoms for the next 14 days
- Reissuing health questionnaires daily and log and monitor responses to help track any spread of the infection
- Calling in our industrial cleaning contractors to sterilise and disinfect the entire site impacted directly.

## IV. OTHER

**Please use this space to provide additional details about your business's Safety Plan, including anything to address specific industry guidance.**

The Operations Manager together with the Growth Manager at Piece of Cake Moving and Storage work closely together to ensure any updated advice from local, state or Federal authorities, new trends of infection or new information from peak bodies including the CDC are incorporated into our COVID Response Plan.

Our COVID Response Plan includes detailed employee assessments recorded in the Health Monitoring Log and extensive hygiene protocols documented in the Cleaning Log.

Together with the General Manager they work to ensure our team of workers are well informed, well resourced and well supported to place their health as the number one priority. Given safety is everything in our company culture this has not been a difficult shift to make, it is at the heart of how professional movers operate.

### **Staying up to date on industry-specific guidance:**

To ensure that you stay up to date on the guidance that is being issued by the State, you will:

- ☒ Consult the NY Forward website at [forward.ny.gov](https://forward.ny.gov) and applicable Executive Orders at [governor.ny.gov/executiveorders](https://governor.ny.gov/executiveorders) on a periodic basis or whenever notified of the availability of new guidance.

## State and Federal Resources for Businesses and Entities

As these resources are frequently updated, please stay current on state and federal guidance issued in response to COVID-19.

### *General Information*

[New York State Department of Health \(DOH\) Novel Coronavirus \(COVID-19\) Website](#)

[Centers for Disease Control and Prevention \(CDC\) Coronavirus \(COVID-19\) Website](#)

[Occupational Safety and Health Administration \(OSHA\) COVID-19 Website](#)

### *Workplace Guidance*

[CDC Guidance for Businesses and Employers to Plan, Prepare and Respond to Coronavirus Disease 2019](#)

[OSHA Guidance on Preparing Workplaces for COVID-19](#)

### *Personal Protective Equipment Guidance*

[DOH Interim Guidance on Executive Order 202.16 Requiring Face Coverings for Public and Private Employees](#)

[OSHA Personal Protective Equipment](#)

### *Cleaning and Disinfecting Guidance*

[New York State Department of Environmental Conservation \(DEC\) Registered Disinfectants of COVID-19](#)

[DOH Interim Guidance for Cleaning and Disinfection of Public and Private Facilities for COVID-19](#)

[CDC Cleaning and Disinfecting Facilities](#)

### *Screening and Testing Guidance*

[DOH COVID-19 Testing](#)

[CDC COVID-19 Symptoms](#)

**Piece of Cake Moving & Storage LLC Business Reopening Plan was last updated 21st August 2020.**

**STAY HOME.**

**STOP THE SPREAD.**

**SAVE LIVES.**