

Erica Krauss

From: Straw, Justin <StrawJ@schneider.com>
Sent: Monday, March 16, 2020 9:55 AM
To: David Knuth
Cc: Erica Krauss; Wojciehowski, Tina; STM IE WC; STM Team Straw
Subject: RE: COVID-19 Action Plan

Importance: High

Good Morning David,

Schneider is closely monitoring information related to the potential for a COVID-19 outbreak in the United States, and – as always – our priority is to protect the health and safety of our associates, our drivers, our customers and the general public. In short, we are monitoring information from the Centers for Disease Control (CDC) and regions within the U.S. at a local level to ensure we have the latest news and recommendations.

Schneider has a strong set of standard protocols and contingency plans for business interruption that we regularly employ for weather, natural disasters and similar disruptive events. If COVID-19 becomes widespread in areas where we operate, or circumstances dictate further action, we will initiate our contingency plans and communicate as needed.

Based on recommendations from the CDC, no associates will engage in business travel to or from China, Italy and South Korea. We are encouraging our team members to limit non-essential travel, reconsider participation in large in-person business meetings in favor of virtual or remote participation, and to avoid events with a high number of people present where alternative participation can take place.

All associates at our headquarters and customer locations are equipped to work remotely should the need arise. We've tested our bandwidth and connectivity and can assure that our capacity and workflows to serve IEWC will not be affected should we need to work remotely.

To support IEWC and ensure continuity in our service to you:

- We have appropriate staffing resources near operating centers
- We continue to monitor developments at the local and federal level
- Schneider is monitoring trade flows and any related disruptions so that we are well prepared to provide you with the solutions you need

Beyond increasing our sanitizing efforts and ensuring associates are well-versed and practicing CDC recommendations for minimizing the spread of any virus, we are revisiting contingency plans at our home office, our service centers, and for our drivers to include:

- Departmental contingency plans
- Dedicated site contingency plans
- Operating Center contingency plans
- Contact phone trees are established to quickly reach internal associates and drivers as needed
- Delivery of driver "to-go" disinfectant products and a video for our driver community pushed through our in-cab tablets and technology

Recognizing that our drivers are the backbone of our business we are in regular communication through our driver support teams to ensure that they are well informed as to the environment they are operating in. Their safety and wellness is a top priority.

As for best way to reach us, emailing will work best (as always) but also my cell phone if needed.

Let me know if there is anything additional needed.

Thank you,

Justin V. Straw

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SCHNEIDER TRANSPORTATION MANAGEMENT

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From: David Knuth <dknuth@iewc.com>

Sent: Monday, March 16, 2020 9:06 AM

To: David Knuth <dknuth@iewc.com>

Cc: Erica Krauss <ekrauss@iewc.com>

Subject: COVID-19 Action Plan

Importance: High

Good Morning –

Please send your company's action plan to counteract the impact of COVID-19. We'd like to confirm daily operations (pickups, deliveries and transit times) will remain as normal during this time, and would also like to confirm the best way to contact office staff if needed whether you will be working remotely or in the office.

Thank you!

David Knuth

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