

YRCW: COVID-19 Response and Preparedness

YRCW continues to review established contingency plans to prioritize the health and safety of all employees and to maintain customer service. Infrastructure including duplicate customer service centers and other contingencies allow us to continue customer service support in the event of any emergency response.

- Currently, we aren't experiencing service disruptions or delays.
- We continue to monitor the latest updates and information across the CDC, NIH, WHO and Health Canada and will address questions/concerns accordingly related to the health and safety of YRCW employees and business continuity.
- YRCW's network remains very strong and flexible.
- In the event of any emergency response initiative, we can shift supply chain patterns to meet customers' needs; while maintaining employees' health and safety as a top priority.
- Based upon the recommendations from official health organizations, we are suspending all visitors to the YRCW Field Resource Center (Overland Park, KS), Holland corporate office (Holland, MI) and Reddaway corporate office (Tualatin, OR).

Following are steps YRCW is taking to ensure the health and safety of all employees and to continue servicing our customers. We continue to update this information as the COVID-19 situation evolves.

- **Weekly email to all YRCW employees to address key information:**
 - Communicate of safety/health tips to prevent the spread of illness and exposure to COVID-19
 - Share official health organizations' latest updates on COVID-19
 - Increase awareness of COVID-19 symptoms
 - Remind anyone experiencing COVID-19 symptoms or feeling ill to stay home and to contact their supervisors
 - Maintain hygiene/health supplies across offices and terminals for employees' use
- **Employee screening per CDC advisories:**
 - Screening employees who in the past 14 days have traveled to or been in contact with anyone traveling from China, Iran, South Korea, Italy, Japan or Hong Kong
 - These countries are listed as of today on the CDC website as locations with widespread sustained transmission of COVID-19.
- **Maintaining open two-way communication:**
 - Directing employees to a dedicated internal email address for COVID-19-related questions, concerns and external requests
 - Encouraging increased communication between managers and teams to share company communications on COVID-19

Customers or external parties with questions, please contact CustomerQuestions@YRCW.com.

