

Erica Krauss

From: Grubbs, Algie <Algie.Grubbs@sefl.com>
Sent: Tuesday, March 17, 2020 9:36 AM
To: Grubbs, Algie
Subject: Coronavirus Update from Southeastern Freight Lines
Attachments: SEFLBusinessContinuityPlan.pdf

Good morning & I hope all is well!

I wanted to give you a update on how Southeastern Freight Lines is working through the Coronavirus questions. Please note our website is updated constantly (www.sefl.com) and it is a good quick resource versus email inquiries which can be delayed.

Also I have attached our continuous business plan for you information.

Good news is we are fully staffed well enough to handle any changes in staffing & volumes. Our history & consistent financial strength is solid enough to handle any economic downturn.

Here are a few things you need to be aware of:

1. We simply cannot supply all our drivers with masks, wipes, sanitizers etc. for pick up and deliveries.
2. We cannot allow our trucks to be unloaded or loaded without our drivers being present. They need to have freight within their sight at all times.
3. We will not allow customers to check our drivers temperature or ask for personal information such as security # DL # etc.
4. We will not allow customers to do mouth or nose swabs or medical exams or temperature checking.
5. Our customers are not certified health professionals and we must protect our people from possible cross contamination.
6. We are taking pre cautions to make sure none of our associates that have any signs or symptoms are working.
7. We will allow our drivers to complete surveys if asked as long as not to invasive.
8. If any concerns about signing paperwork we can sign for the customer and notate “verbal”

Again we are working hard to keep our team safe & yours as well. As of now we are business as usual and still picking up and delivering freight!

Thanks for your support and partnership!

Algie Grubbs

National Account Manager
Southeastern Freight Lines, Inc.
4524 Reagan Drive
Charlotte NC 28206
704-597-9820 Ext: 10742
Cell: 704-604-5829
www.sefl.com



Business Continuity Plan

Southeastern Freight Lines, Inc. has contingency plans in place to deal with a variety of incidents, whether man-made or naturally caused. This document summarizes the Company's response strategy in instances where there is a communicable illness or disease of human-to-human transmission (HTHT) that can lead to a pandemic. Since initial reports of the impact and spread of the coronavirus (COVID-19), Southeastern has been actively monitoring the situation and planning accordingly. Our key focus is the safety of our associates, which in turn will allow us to meet the needs of our customers and community partners as effectively as possible. While disruptions may be a possibility, our goal is to serve wisely as deemed appropriate by our Crisis Response Team, which is responsible for overseeing the situation and ensuring that current and evolving protocols are effectively implemented in accordance with Southeastern's internal Business Continuity Plan. Our Team continues to monitor the situation and has taken active steps toward educating employees. We are prepared to handle any potential business operation disruptions.

1 Plan

2 Monitor

3 Respond

4 Recover

In order to develop this plan, we have utilized credible information from the United States Centers for Disease Control and Prevention, the World Health Organization, and state agencies such as the South Carolina Department of Health and Environmental Control. These entities provide guidelines on dealing with an outbreak and provide activity-monitoring resources. In our preparation, we follow their recommendations in order to implement a prevention strategy for deployment as appropriate.

Educate

Teach associates how to recognize symptoms in self and others, how a specific disease spreads, and who is vulnerable. Communicate the need to remain home if sick, especially when accompanied by fever.

Hygiene

Deployment of prevention techniques to protect the individual includes education on hand washing, avoiding hand to face contact, and respiratory protocol. All are designed to slow the spread of the disease. This includes facility cleaning, workspace environment, and sanitizing high frequency touch points.

Travel Restrictions

While we travel primarily inside the continental United States, for safety reasons we may restrict travel of our associates based on "hot spots," along with eliminating non-essential travel.

Remote Deployment

Our IT infrastructure provides remote access. These resources are primarily for our mobile workforce to support required travel. In addition, deployment can occur on a limited basis to allow associates to work from home in support of key business and back office functions to minimize disruptions.

Social Distancing

Deploy social distancing measures especially when the threat peaks. While this can be difficult to obtain in any work environment, we will be conscious of the risk to self and others by maintaining an appropriate distance. Avoiding large gatherings and utilizing teleconferencing communications will be relevant.

Southeastern Freight Lines is committed to workplace safety. While these issues are somewhat unpredictable, we will adjust and conform in coordination with health authorities.

The following websites have helpful information:

US Centers for Disease Control

<https://www.cdc.gov/>

World Health Organization

<https://www.who.int/>

South Carolina Department of Health and Environmental Control

<https://scdhec.gov/>