



COVID-19 Update to Less-Than-Truckload Customers

March 17, 2020

Thank you for partnering with XPO Logistics for your Less-Than-Truckload needs. Amid the spread of COVID-19 across the US, it's our goal to keep you informed of what we are doing to safeguard employees, minimize disruptions and best serve you, our customer, during this time.

Safety is a core value at XPO Logistics. As such, we're implementing preventative measures recommended by the US Centers for Disease Control and Prevention and the World Health Organization, which have proven effective at protecting employees and minimizing the risk of exposure in the workplace. These include increasing hygiene standards, practicing social distancing, restricting access to our offices and facilities, cancelling non-essential business travel and encouraging employees to stay home and seek medical attention if they exhibit flu-like symptoms or are exposed to someone who has tested positive for COVID-19.

The COVID-19 outbreak is already disrupting the global supply chain. While the situation continues to evolve, our network remains strong, and its size and agility will serve as assets for navigating the challenges ahead. Our engaged teams are closely monitoring the

situation, and we have robust business continuity plans to assess and address vulnerabilities as they arise. If you have any questions regarding XPO's plans or protocols, please contact your account representative.

We appreciate the trust you place in XPO Logistics to safely manage your transportation needs. We are committed to maintaining the service and reliability we provide our customers as they continue to fulfill orders and keep inventories flowing to families and communities throughout the globe.

As always, thank you for your business and your confidence in our ability to effectively and safely serve you.

XPO continues to evaluate the recommendations and/or requirements in each location in which it operates. Based on the scope and business purpose of our operations, at this time, XPO will continue to maintain our operations as a critical business operation itself and/or as a business who services other critical businesses. XPO is committed to our partnership and will continue to proactively communicate any changes.