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From: Grubbs, Algie <Algie.Grubbs@sefl.com>
Sent: Thursday, March 19, 2020 8:21 AM
To: Grubbs, Algie
Subject: FW: Coronavirus Update

We are getting a lot of requests relative to what we are doing with the Coronavirus, as well as requests/updates about customer interactions with our people. This memo should serve as a solid update and should help answer most of your questions.

Here's a quick update on our efforts to combat the Coronavirus. Our objective is to keep people safe while using excellent sanitary efforts, but continue to serve our valued customers.

Sanitary Workplace:

We are actively cleaning our service centers and our equipment. We have Lysol, hand sanitizer and disinfectant wipes in every location.

Not only do we have our cleaning vendors working overtime, but service center leadership is cleaning throughout the day and night.

- We are spraying counter tops and work stations.
- We are spraying door handles.
- We are spraying down computer key boards and forklifts.
- We are asking our drivers to clean their door handles and steering wheels.
- Our service centers have purchased and will continue to buy cleaning materials.

Overall, our goal is to provide the cleanest possible work environment for our associates. We will continue to discuss the importance of hand washing, social distancing to the greatest extent possible, and good hygiene habits.

Interaction at Work:

We have halted all meetings because we do not want large gatherings of people confined in a small space.

This means no safety and service awards meetings. No iq mtgs. No quality and no safety mtgs.

We've also instructed our people to stay home if they have Coronavirus symptoms, or if they've been in direct contact with another person that has Coronavirus.

Customer Interaction:

We've instructed our drivers to use safe and sanitary practices at work and at customer locations as well.

If we have a customer asking our driver to sign a form stating they have no symptoms, been exposed to the virus, or been out of the country, that is perfectly fine as long as the questionnaire is not too invasive.

If the driver has questions or concerns, we've instructed the drivers contact the service center manager or appropriate leadership in the service center.

We've instructed our drivers not to give up their DMD (driver mobile device) at a delivery. Instead of having the customer sign for the delivery, our drivers are signing for our customers.

This will prevent the customer from having to use our signature pen, which protects both the customer and the driver, and still allows us to deliver the freight.

In the unlikely event the customer comes back at a later date and says they didn't receive their shipment, we can always pull the GPS coordinates to show our location at the time of the delivery.

As of today, we can do the same thing for pick-ups.

We have customers asking us to modify our pick up or delivery procedures relative to the coronavirus.

Our driver must be present for loading and unloading. We do have possible solutions:

- Will shipper sign shipper load & count for p/u?
- Will the consignee provide an exception free delivery receipt on deliveries?
- Would it be possible to place the freight somewhere in sight for the customer if they don't want human interaction?

We are working hard to safeguard our people during this trying time, but we cannot deviate from normal business practices such as correctly signing for shipments. Remember- we cannot allow our trucks to be unloaded without the driver being present unless the customer will agree to one of these bullet points.

There are also a few things that we simply cannot do:

- We simply cannot supply our drivers with masks, disinfectant wipes, hand sanitizer, etc. for pickups and deliveries.
- We will not require our drivers to allow customers to check their temperature via probe.
 - o We are ok with the inferred temperature scanners as long as the drivers agree. However, we will not require our drivers to have their temperature taken with any device.
- We do not want our drivers to provide personal information like social security number, DL number, etc.
- We will not require our drivers to do mouth and nose swabs.
- We will not require our associates to submit to medical exams.

The customer is not a certified health professional and we have no way of ensuring our drivers are safe or protected from possible cross-contamination on their thermometers. We too have the responsibility to provide a safe work environment for our associates. We are taking precautions and no associate with any signs or symptoms should be at SEFL.

Another area we must be wise in how we handle is customer refusals, closures, and requests to hold shipments indefinitely or until an improvement in the current environment. We need to be extremely smart in how we handle these occurrences or we risk a backlog in our system resulting in equipment shortages and overall capacity issues.

With refusals or appears it will be a lengthy process in being able to make the delivery, **we will** start normal return to shipper procedures.

We want to protect our people and serve our customer to the best of our ability.

If anything else comes up or if I can be of any assistance, please let me know.

Thanks

Algie Grubbs

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