

YRC WORLDWIDE

COVID-19 RESPONSE AND PREPAREDNESS

We are taking COVID-19 pandemic response very seriously. Following are steps YRCW is taking to ensure the health and safety of all employees and to continue servicing our customers.

Communicating frequently with YRCW employees to address key information

- ▶ Communicate safety/health tips to prevent the spread of illness and exposure to COVID-19
- ▶ Increase awareness for relevant updates on COVID-19 related to health/safety and operations
- ▶ Remind anyone experiencing COVID-19 symptoms or feeling ill to stay home and to contact their supervisor
- ▶ Work to maintain hygiene/health and cleaning supplies across offices and terminals for employees' use

Working at health authorities' direction to handle COVID-19-positive employees

- ▶ Contact health departments immediately and adhere to their established response and communication protocols
- ▶ Remove temporarily any impacted equipment from service or workspaces from use for thorough cleaning and disinfecting, per health authority guidance
- ▶ Communicate with anyone who's had close, direct contact and for a prolonged period, per CDC guidelines, to mitigate further exposure to COVID-19 among employees

Increasing disinfecting and cleaning frequency and detail across all locations

- ▶ In the event of a confirmed positive COVID-19 diagnosis, we will take impacted equipment out of service and adhere to thorough cleaning instructions provided by the local health department/authority
- ▶ Working with janitorial service providers and procurement toward diligent cleaning and disinfecting measures
- ▶ Encouraging employees to wipe down high-touch surfaces and items across workspaces

Responding urgently to customers' questions, concerns and operational adjustments

- ▶ Compliance with pick-up/drop-off driver request forms and temperature screenings
- ▶ Addressing customer questions and needs related to timely shipment of goods and in accordance with CDC guidelines for health, safety and mitigation of COVID-19 exposure
- ▶ Suspending travel and in-person meetings to shift interactions to digital or phone contact
- ▶ Eliminating pickup/delivery customer signatures and close contact, per CDC social/physical distancing guidelines

Adhering to CDC-recommended social/physical distancing

- ▶ Recommending all managers consider options to limit the size of pre-shifts/meetings to allow for physical distancing
- ▶ Encouraging meetings to occur via digital platforms or telephone; limiting in-person meetings to mission-critical and with very limited group sizes
- ▶ Suspending break area activities that don't allow for physical distancing

YRCW leadership closely monitors COVID-19 updates/news to address questions and concerns across our network. We are focused on employees' health and safety and on customer service, shifting supply chain patterns as needed.

YRCW is prepared to support any freight shipment or network disruption challenge, especially where we can assist in transporting critical supplies to customers.

Thank you to the 30,000+ employees of YRCW who remain dedicated to safely and diligently serving our customers during these challenging times.

NETWORK STRENGTH

The trucking industry is the backbone of the American economy, and YRCW's role in the North American supply chain is critical, especially now. We're dedicated to servicing our customers to transport essential freight – especially medical and other critical supplies and high-need items.

Currently, there are no COVID-19-related delays or disruptions across our freight network. YRCW's network remains very strong and flexible.

Infrastructure, including duplicate customer service centers and other contingencies, allow us to continue customer service support in the event of any emergency response.

HEALTH & SAFETY

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.

Based upon the recommendations from official health organizations, we have suspended all visitors to the YRCW Field Resource Center (Overland Park, KS), Holland corporate office (Holland, MI) and Reddaway corporate office (Tualatin, OR).

In accordance with CDC guidelines on social distancing, YRCW has suspended all non-mission critical travel and postponed large-group meetings. While we plan for a shift in in-person customer communications for now, we are not reducing customer contact.

INTERSTATE OPERATIONS

The U.S. and Canadian governments see YRCW as an essential carrier and are not stopping any cross-border operations.

YRCW companies remain open and able to operate across North America, as quarantine or "stay home" orders don't impact our "essential business" status.

As a coast-to-coast interstate carrier, we have asked the United States Department of Transportation to monitor state and other travel restrictions and, if appropriate, take action to ensure there are no impediments to interstate commerce.

