



As restrictions ease on business operations and stay-home guidelines, YRCW remains committed to moving essential freight shipments across the North American supply chain. The trucking industry is the backbone of the American economy, and YRCW is playing a critical role in its recovery.

**YRCW's primary focus continues to be the health and safety of our employees and customers. Our cleaning, hygiene and safety protocols remain aligned around guidelines provided by the CDC, OSHA and local health authorities.**

Now more than ever, customers count on YRCW Companies' trustworthiness, responsiveness and, in challenging circumstances, ease of doing business. Our network is strong and flexible, and we can shift supply chain patterns as necessary to address customers' freight shipment needs.

**We are prepared to support any freight or network disruption challenge, especially where we can assist in continuing to transport 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 unprecedented times.

We appreciate your grit and your service, coming together as one company to serve our customers and our communities.

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Our customers can continue to direct questions, concerns and additional COVID-19-related business needs to **[CustomerQuestions@YRCW.com](mailto:CustomerQuestions@YRCW.com)**.



# YRC WORLDWIDE

## COVID-19 UPDATE: SAFETY-FIRST SERVICE PLAN



Maintaining physical distancing of at least 6 ft., as possible; limiting travel and in-person meetings.



Working to maintain hand-washing, cleaning and disinfectant supplies across all locations.



Reminding anyone experiencing COVID-19 symptoms or feeling ill to stay home and contact supervisors.



Equipping drivers and employees at all terminals/DCs with face coverings, as needed and required by localities.



Allowing employees to work remotely, job function permitting; encouraging use of online/remote tools for employee or customer interactions.



Collaborating with health departments for rapid response to COVID-19-positive employee cases; reducing further exposure by communicating with anyone who's had potentially hazardous contact.



Maintaining physical distancing and, upon customer request, complying with contact-less pickup/delivery, temperature checks and access form completion.



Working with janitorial providers at all locations to clean spaces/equipment with increased frequency and detail; encouraging employees to clean shared and personal spaces/equipment.



Partnering with customers to address new business safety requirements and communicating their updated protocols across impacted terminals.



Encouraging employees to check temperatures daily before coming to work.



Temporarily removing impacted equipment from use for thorough cleaning and disinfecting, per health authority guidance.



Communicating and developing safety recommendations based on guidelines provided by the CDC and OSHA.