



March 27, 2020

Facing the Coronavirus (COVID-19) Pandemic Together With Our Customers

These are challenging times. As if trucking and logistics weren't already tough enough, suddenly keeping your supply chain moving has become a daily question of "What will happen next"? Like all of you, Bennett continues to closely monitor the COVID-19 outbreak and are taking the necessary precautions to protect our employees while adhering to safety guidelines.

The health and safety of our customers, employees, contractors, drivers, agents and owner operators remains our number one priority. Our trucks remain on the road as drivers are proud to move your freight, and have been deemed essential critical infrastructure workers according to the United States government. **It is our responsibility to keep America's freight rolling,** especially during this time. The good news is, we are being successful.

Bennett owner-operators, contractors and dispatchers have been notified that customers are responding to the situation with additional hygiene measures, health screenings, and modified freight pick-up and delivery protocols. In addition, independent owner operators showing any symptoms have been advised to not accept any loads and call the Bennett Covid-19 Symptoms Reporting Hotline that we have implemented company-wide.

Additional safety measures taken by Bennett to ensure our country's freight is moving:

- In advance of a state or federal mandate, we mobilized our entire back-office and management teams to ensure we can function across all teams.
- Communication platforms were bolstered to accommodate telephone and video conferencing, document sharing, and robust TMS reliability protocols.
- All agent offices and company terminal locations are working remotely with more than 75% of employees currently working from home.
- Leadership teams come together several times per day to discuss company-wide concerns.
- Each business unit meets on regularly scheduled intervals to facilitate communication.
- All sites who interact with visitors are checking temperatures before allowing access to our facilities.
- We are encouraging all agents, company terminals, dispatchers, and Customer Care to confirm the consignee is open and prepared to receive freight before loading the truck.
- We continue to verify consignee is open and prepared to receive until the day it is actually received.

Bennett Family of Companies

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What Can our Customers do to Help?

- Work with us to confirm your customers and each location is open and staffed to receive the product you are shipping to them
- If we work this from both sides, the chances of having freight stranded in the system are knocked down dramatically.
- Understand that, even while open, many customers have reduced staff and operating hours. Delays are still likely. Be patient and work with us. We will communicate each situation, but expect it.

We pray for everyone's safe passage through this ordeal and look forward to our new "normal" on the other side of this.

If you should need anything or wish to discuss anything not covered in this letter, please do not hesitate to contact our VP of Customer Solutions, David Carpenter. His contact information is:

David Carpenter

VP, Customer Solutions

David.carpenter@bennettig.com

Thank you for your continued partnership, and God bless.

A handwritten signature in black ink that reads "Marcia G. Taylor". The signature is fluid and cursive.

Marcia G. Taylor, President & CEO
The Bennett Family of Companies



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