



# Oak Harbor Freight Lines, Inc.

Corporate Office

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"Bringing Peace of Mind Since 1916"

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## Preparedness for COVID-19

Like most companies, we have received many questions from customers about our response to the COVID-19 outbreak, and our preparedness for contagious outbreaks generally. Our goal has always been to provide peace of mind to our customers. To that end, we want to communicate our plan for keeping people safe and for delivering freight on time and damage free during this current outbreak.

Our first concern is with the safety and health of our customers, employees, and others we come in contact with. To that end, we are following guidance and direction from the Centers for Disease Control, the World Health Organization, the National Institute of Health, and other relevant government agencies. Those organizations have already provided substantial guidance in response to the current breakout, and we have implemented procedures to keep our employees, customers, and others safe.

We also are focused on timely delivery of freight during this time. Our mission is to deliver peace of mind to customers even during challenging and unforeseen conditions. At the moment, we are asking customers with critical deliveries that must be made during a pandemic to identify those shipments. We are also making contingency plans to deliver all freight as timely as possible should conditions change.

Government agencies have the authority to declare emergencies and restrict travel in various ways during an outbreak. If they do, we and other freight companies could be restricted in our ability to deliver freight. They have not currently issued such restrictions in response to the current outbreak. Should such a restriction be issued, we will provide timely and regular communications to our customers, with the goal of delivering all freight as efficiently and equitably as possible.

We are always grateful for your trust in us, especially during uncertain times. Our whole team is dedicated to delivering your freight on time and damage free, to communicating regularly with you about the current conditions, and to providing you peace of mind. Please do not hesitate to call or write us with any questions or concerns.

Kevin Kellermann  
Vice President, Operations