

Richard Reed

From: Keri Carpenter <Keri.Carpenter@xpo.com>
Sent: Monday, March 16, 2020 11:44 AM
To: Richard Reed
Cc: Keri Carpenter
Subject: RE: COVID-19 Update

Importance: High

Good Afternoon Richard,

XPO is taking the COVID-19 Virus spread very seriously. We are receiving updates daily from leadership and I have provided the most recent updates below that we can release:

- As the current health situation related to COVID-19 worsens, XPO continues to take all necessary precautions to protect our employees, minimize disruptions and serve our customers.
- We've repeatedly issued clear instructions to employees that they're to stay home if they're exhibiting any symptoms of COVID-19, or if they believe they've been exposed to anyone who's tested positive.
 - We offer paid PTO leave to all full-time employees, and we've provided guidance that if employees are sick or need to self-quarantine, they can "go negative" up to 100 hours of PTO leave.
- Like many companies, XPO is asking visitors to attest to their health and wellness. We've instructed XPO drivers that many customers are following the same practice. If accurate, XPO drivers are encouraged – *but not required* – to affirm the following:
 - I haven't tested positive for COVID-19.
 - I'm not currently exhibiting symptoms of COVID-19 (e.g., fever, cough, difficulty breathing).
 - I haven't travelled to China, Hong Kong, Macau, Taiwan, South Korea, Southeast Asia, Japan, Italy or Iran within the last 14 days.
 - I haven't, to my knowledge, been exposed to anyone who's tested positive for COVID-19.
- If an XPO driver chooses not to affirm these statements, or if they have a negative response, we recognize that customers have the right to refuse delivery. If this happens, drivers have been instructed to notify their local management team so that an alternate arrangement can be made.
- Certain customers are asking to take a driver's temperature before allowing access to their property or before accepting freight. XPO has instructed drivers that it's their choice whether to allow or decline to have their temperature taken. If they decline and the customer refuses delivery, the driver has been instructed to notify their local management team so that an alternate arrangement can be made.
- In the event of a temporary site closure due to exposure of COVID-19, XPO has established protocols in place to notify and serve customers. As we monitor the continuing spread of coronavirus, we're continually evaluating and updating these procedures as necessary. We'll provide updates, as needed.

Keri Carpenter
Less-Than-Truckload
National Account Executive

XPO Logistics
M: [912-346-7474](tel:912-346-7474)

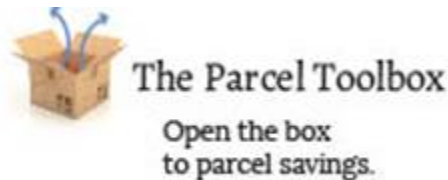
From: Richard Reed <ReedRichard@tranzact.com>
Sent: Monday, March 16, 2020 12:21 PM
To: Keri Carpenter <Keri.Carpenter@xpo.com>
Subject: COVID-19 Update

[Caution: External sender, beware of phishing]

Good Morning,

Just Checking in to see if you company has put out any information regarding how they are going to be handling the recent challenges with COVID-19.

Richard Reed
TranzAct Technologies Inc. / Certified Women's Business Enterprise
Director of Logistics
360 W Butterfield Road, Suite 400 | Elmhurst, Illinois 60126
630-833-0890 x181



[Do not open attachments or click links unless you can verify the sender. Never give anyone your XPO login password.]