



Frequently Asked Questions Regarding COVID-19

How is J.B. Hunt responding to COVID-19?

COVID-19 (coronavirus) is a rapidly evolving world health concern and many countries are taking steps to contain the outbreak. J.B. Hunt has updated its pandemic response plans and put precautionary steps in place in accordance with guidance from public health authorities to manage the risk associated with COVID-19. Our teams are continuously monitoring the situation and providing necessary communication and guidance to our employees on the highways, in homes and at our headquarters and field locations as the situation warrants.

What new cleaning, sanitizing or disinfecting methods has J.B. Hunt implemented?

We have implemented additional cleaning measures including: increasing janitorial wipe downs of common areas; increasing available cleaning supplies to areas without janitorial services; providing sanitizing wipes to our employees for use in work areas; placing hand sanitizers throughout our offices, work areas and entrances; and providing hand sanitizers to drivers. Additionally, we are instructing our employees, and requesting of our contractors and service providers, that they assist in our actions to stop the spread of the COVID-19.

What safety precautions has J.B. Hunt implemented for trucks and trailers?

All J.B. Hunt facilities and equipment are being given an appropriate and proportionate level of care in relation to the level of risk of exposure, or actual exposure, to COVID-19.

What is J.B. Hunt doing to protect its employee drivers, delivery teams, and customers?

Our employee drivers and delivery teams are provided with masks/face coverings, hand sanitizer, and disposable gloves. We have also directed our drivers to carry soap and water on the truck in the event hand sanitizer is not available. As an additional safety measure, our drivers and delivery teams entering homes are wearing booties and gloves. J.B.Hunt published Social Distancing Best Practices for Supply Chains to promote social distancing measures at customer facilities and developed an Electronic Bill of Lading (eBOL) to further reduce contact during the delivery process.

What is J.B. Hunt's general response on operating under the FMCSA Emergency Declaration?

The Federal Motor Carrier Safety Administration (FMCSA) has issued an Emergency Declaration for motor carriers and drivers providing direct assistance in support of relief efforts related to the COVID-19 outbreaks. The Declaration provides certain limited relief from hours of service regulations for those providing such direct assistance.

J.B. Hunt is committed to the safe delivery of America's goods and services. Our position will remain, just as it has in the past, for operations under our motor carrier authority to continue to be conducted under the current hours of service rules for the safety of our employees and the general public. This being said, we will continue to assess and decide on an individual basis when circumstances may warrant deviating from our hours of service expectations as permitted by the Declaration, such as



emergencies or other urgent situations. When we arrange for transportation of goods by third-party motor carriers, those carriers are independently responsible for complying with federal regulations and must exercise their independent discretion whether to utilize any applicable hours of service exceptions.

Is J.B. Hunt providing masks?

We are providing masks/face coverings to employees, including office employees, drivers, and delivery teams. We are also providing masks/face coverings to independent service providers on an emergency basis while resources are scarce.

What specific measures are being taken to maintain a healthy workforce?

We are responding to employee concerns about exposure to COVID-19. We have directed all our employees who can work from home to do so. We have also advised all employees on good respiratory etiquette and hand hygiene, in addition to other responsible social-distancing measures. In addition, hand sanitizer, gloves, and masks/face coverings are being provided to employees, including office employees, drivers, and delivery teams. We have also reminded our employees to refrain from coming to work when feeling ill.

How is J.B. Hunt monitoring the exposure to its workforce of COVID-19?

Employees must report all cases of COVID-19 to our HR Solution Center. Moreover, any employee who has traveled or has plans to travel outside the U.S. or who has come in contact with individuals from affected outbreak areas is required to report the travel or contact and is screened and quarantined as appropriate. We have also reminded our employees to refrain from coming to work when feeling ill.

Are visitors allowed to visit a J.B. Hunt location?

Beginning March 16, 2020 and continuing through at least June 1, visitors will no longer be allowed to enter J.B. Hunt facilities except as needed for essential business and facilities management.

What are your plans to deal with employees who test positive for COVID-19?

If we become aware of one of our employees testing positive for COVID-19, we will follow CDC and state and local health authority guidelines. We will not allow these employees to return to work until clearance has been provided. We implemented a temporary paid time off (PTO) policy designed to help provide financial support to employees who are unable to report to work due to COVID-19 infection or official quarantine.

What specific measures is J.B. Hunt taking to proactively reduce absenteeism and maintain critical functions?

To minimize the risk that COVID-19 poses to our workforce, J.B. Hunt has directed all employees who are able to work from home to do so starting Monday, March 16, 2020 until at least June 1, 2020. We have also advised all employees on good respiratory etiquette and hand hygiene and we are performing increased environmental cleaning at J.B. Hunt facilities. We have advised drivers to use social distancing at shippers and receivers, truck stops, and other locations that they frequent, by maintaining 6 feet of distance when possible. We are providing drivers and delivery teams with masks/face coverings, hand sanitizer, and disposable gloves and have directed drivers to carry soap and water in the truck in the event hand sanitizer is not available. As an additional safety measure,



drivers and delivery teams entering homes are wearing masks/face covering, booties, and gloves. If we become aware of one of our employees testing positive for COVID-19, we will follow CDC and state and local health authority guidelines, and we will not allow these employees to return to work until clearance has been provided.

As of May 6, 2020, J.B. Hunt has not experienced any business disruption due to significant absenteeism.

Will J.B. Hunt provide transportation services to areas that are subject to COVID19 government restrictions, such as containment zones or shelter-in-place orders?

Yes, as permitted by the local, state or federal authorities, J.B. Hunt will continue to provide transportation services to areas that are subject to government restrictions (e.g., curfews, quarantines, and restricted access). J.B. Hunt will rely on its customer to determine whether a shipment is essential or would otherwise be permitted to enter an area that is subject to any such government restrictions. We recommend that shippers attach a letter to the bill of lading or otherwise provide information with or on the bill of lading confirming that their product/shipment is not subject to applicable government restrictions.

What if a J.B. Hunt driver is unwilling to deliver a shipment into a COVID19 Containment Zone or other restricted area?

The driver should notify their supervisor immediately, and the supervisor will identify another driver to deliver the load. J.B. Hunt will respect the personal decisions of its drivers about whether they are comfortable delivering shipments into these areas, and we will make every effort to complete deliveries of essential goods and services, whether by our employee drivers or by arranging for the transportation by independent service providers.

What is J.B. Hunt doing to protect Final Mile delivery teams and delivery recipients?

J.B. Hunt has given instruction and guidance to Final Mile delivery teams about important measures to help them and those they come in contact with avoid infection, based on information from health authorities.

For the safety of our Final Mile customers, in addition to following healthy hygiene habits outlined on the CDC's website (<https://www.cdc.gov/coronavirus/>), we have instructed delivery teams to wear masks/face coverings, booties and gloves while making deliveries, and to use hand sanitizer (or soap and water mixture) before, during and after each delivery. For the safety of Final Mile delivery teams, we have added a COVID-19 screening questionnaire to the scheduling process for Final Mile deliveries. If any of the answers indicate an unreasonable risk to delivery team members, the delivery will either be postponed at least 14 days, or changed to unattended curbside or door delivery.

Is J.B. Hunt requiring temperature screening or otherwise conducting screening of its employees and independent service providers?

J.B. Hunt is complying with state and local regulations, as well as customer requests regarding temperature screenings. We have instructed our employees to refrain from coming to work when feeling ill. We also require employees to report confirmed and suspected cases of COVID-19, contact with a confirmed or suspected case of COVID-19, and international travel, and we are requiring employees to self-quarantine when appropriate.



Is J.B. Hunt completing questionnaires or requiring employee drivers and independent service providers to complete questionnaires prior to arriving at shipper and receiver locations?

J.B. Hunt is not completing questionnaires or attesting that employee drivers and independent service providers have completed questionnaires, and we are not asking employee drivers and independent service providers to complete customer questionnaires prior to arriving at a shipper or receiver location. We have notified our drivers and independent service providers that they may be asked by shippers or receivers to complete screening questionnaires, and we have asked that they cooperate with reasonable safety screening measures.

Is J.B. Hunt permitting increased cargo weight on its trailers and containers as a result of state issued weight waivers?

For loads transported through states that have issued a weight waiver, J.B. Hunt will allow up to 55,500 pounds of cargo on a trailer in accordance with the dry van load diagram provided at https://info.jbhunt.com/coronavirus_customers under the Government Notices section. Prior to loading the trailer, shippers should verify that all states the load will be transported through have issued a weight waiver. At this time, J.B. Hunt is not permitting increased cargo weight on its containers.