



COVID-19 (CORONAVIRUS) CUSTOMER ADVISORY UPDATE

5/6/20

J.B. Hunt is continuing to monitor the COVID-19 outbreak and working aggressively to mitigate the risk to customers, employees, and those with which we conduct business. We are encouraged to see a declining number of new cases and deaths in the U.S.

Early implementation of J.B. Hunt's Business Continuity and Disaster Recovery efforts ensured that we have been able to meet our customers' needs throughout this pandemic. We have been fortunate to avoid furloughs or layoffs, and our employees remain ready and prepared to meet customers' needs as business volumes increase in the recovery phase.

We have extended our remote work directive to June 1 for employees whose physical presence is not required to perform their job duties. Our return-to-office plans include a phased approach and will remain fluid and flexible to allow us to adjust quickly to changing conditions.

In April, President Trump appointed J.B. Hunt President and CEO John Roberts to join a group of industry leaders and executives to form the Great American Economic Revival Industry Group. This bipartisan group of leaders will work together to advise the Trump administration on how to help the country achieve American economic prosperity following the coronavirus outbreak.

Last week, we announced a new electronic bill of lading (eBOL) process that will help protect our drivers, carriers, and our customers' employees as we look for ways to continue safe operations during this time of social distancing. Furthermore, eBOLs will be utilized beyond the coronavirus pandemic to help us achieve even greater efficiency. For more information on how your facilities can electronically sign BOLs, watch this [video](#) and reach out to your account team with questions.

Many of our customers and the locations where we conduct business are requiring face coverings. Drivers have been provided with face coverings, as well as hand sanitizer, gloves, and other personal protective equipment as needed for their jobs. We are well prepared to comply with any face covering regulations or customer needs in this regard and will continue to promote social distancing and good hygiene practices.

Please stay in close communication with your account team and utilize the tools available inside Shipper 360 to automate processes when possible. If you have not yet created a Shipper 360 account, create one [here](#). For questions about Shipper 360, contact your account team or [email J.B. Hunt technical support](#).

For more on J.B. Hunt's response to COVID-19, view customer updates and resources on our [website](#).

Thank you,

Shelley Simpson

EVP, Chief Commercial Officer,
President Highway Services

Greer Woodruff

Sr. Vice President Corporate Safety,
Security, and Driver Personnel