

# CUSTOMER ADVISORY



As you are aware, COVID-19 (coronavirus) is a rapidly evolving world health concern and many countries are taking steps to mitigate and contain the potential outbreak.

J.B. Hunt has updated its pandemic response plans and has activated our business continuity team to monitor conditions and respond to the changing threat environment. We are putting precautionary steps in place to manage the risks associated with coronavirus. We have notified all employees about the current state of the disease and educated employees of the importance of good respiratory etiquette and hand hygiene. Additionally, we're performing increased environmental cleaning at J.B. Hunt facilities.

J.B. Hunt is reminding ill employees to stay home. We are prohibiting travel to areas that the CDC designates as Warning Level 3 and Alert Level 2 for coronavirus (<https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>). We are discouraging visitors to J.B. Hunt locations and are encouraging web and video conferencing in place of in-person meetings. Currently, we do not have restrictions on domestic travel but are prepared to limit travel if conditions warrant.

According to the CDC, the transportation industry, in particular, may be affected. The CDC is advising employers to expect a higher than usual absentee rate in the event of widespread transmission. While we cannot predict the spread of the disease, we anticipate that there may be local or regional areas that are more severely impacted than others. At this time, we have capacity to service all North American markets, but should the spread of the virus continue, it is possible the government could apply travel restrictions affecting service capacity.

To mitigate the impact to our customers, we have initiated testing of our business continuity plans as it relates to our ability to execute work-from-home scenarios for administrative functions where possible. We acknowledge that drivers, who comprise the largest part of our workforce, are unable to work from home. For our driving force, our focus is on minimizing exposure to the disease. In addition to education on good respiratory etiquette and hand hygiene, hand sanitizers and wipes are being distributed to drivers. We are also advising our drivers to limit public contact when possible. In instances where Final Mile drivers are required to enter a home, they will exercise standard safeguards by wearing booties and gloves, as well as making use of personal sanitizers and wipes before, during, and after deliveries.

We will continue to monitor the situation and update our workforce and response plans as new information becomes available or as escalation of our response plans becomes necessary. We will keep you apprised of any potential service disruptions and will continue to work with you to meet your supply chain needs.

Thank you for working with J.B. Hunt.

**Shelley Simpson**

EVP, Chief Commercial Officer,  
President Highway Services

**Greer Woodruff**

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