



COVID-19 (CORONAVIRUS) CUSTOMER ADVISORY UPDATE

4/3/20

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 extending our remote work directive to at least May 1 for employees whose physical presence is not required to perform their job duties. Our employees have remained devoted to their work, maintaining 93% remote connectivity to our network, which is on track with J.B. Hunt's average workday performance under normal circumstances. We deeply appreciate the high levels of service our employees have exhibited toward our drivers, carriers, and customers while in a remote work environment.

Given the recommended social distancing guidelines, J.B. Hunt has published a report outlining [Best Practices for Social Distancing in the Supply Chain](#). Based on numerous governmental mandates aimed at stopping the spread of COVID-19, including "The President's Coronavirus Guidelines For America," which directs older Americans and those with serious underlying medical conditions to "stay home and away from other people," whenever possible, we are encouraging the exchange of electronic shipping documents and data in lieu of exchanging paper copies of documents to limit physical contact during pickups and deliveries.

If we become aware that one of our drivers or a driver for one of our third-party service providers tests positive for COVID-19, we will immediately notify customers of pickups or deliveries that driver made in the five days prior to becoming ill or self-quarantining. J.B. Hunt has established facility and equipment cleaning protocols using CDC-recommended products.

We want to extend our deepest gratitude to our customers who are supporting drivers. A number of our customers are providing care packages including disinfectant wipes and cleaning products, ready-to-go meals and snacks, and toiletries to drivers and carriers. Special thanks to Berry Plastics, Clorox, Family Dollar, General Mills, Kimberly Clark, L'Oreal, Malnove Packaging Solutions, Ocean Spray, Target, The Home Depot, and Tyson Foods.

In the midst of this volatile market, service remains a top priority for us. Please continue to 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 information, view the [FAQ](#) regarding J.B. Hunt's response to COVID-19. To access a copy of the FMCSA's emergency declaration, [click here](#).

We are here for you and we are ready to help.

Thank you,

Shelley Simpson

EVP, Chief Commercial Officer,
President Highway Services

Greer Woodruff

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