



CUSTOMER ADVISORY

Week of 3/16/20

J.B. Hunt continues to closely monitor the COVID-19 (coronavirus) pandemic and is updating our business continuity plans to take more aggressive steps to further mitigate the risk to customers, employees, and those with whom we conduct business. We have consulted with the CDC and national and local government organizations in the development of our plans.

J.B. Hunt has directed employees whose physical presence is not required to perform their job duties to work from home through at least April 3. We acknowledge that drivers are unable to work from home. We are encouraging drivers to practice social distancing at shippers, receivers, truck stops, and other locations that they visit. Drivers have been made aware that they may be asked screening questions at shipper and receiver locations. In addition to educating drivers on CDC-recommended respiratory etiquette and hand hygiene, we are providing them with hand sanitizers and disposable gloves and are asking them to frequently clean routinely touched surfaces. Drivers making in-home deliveries are required to wear booties, gloves, and use hand sanitizer before, during, and after deliveries.

Through at least April 3, visitors are not permitted to enter J.B. Hunt facilities except as needed for essential business operations and facilities management. We are prohibiting employee business air travel and are encouraging web and video conferencing in place of in-person meetings. We are monitoring our employees' recent and upcoming personal, international travel and are taking precautionary steps as needed.

If we become aware one of our employees tests positive for COVID-19, we will follow CDC and state and local health authority guidelines. To help provide financial support to J.B. Hunt employees who test positive for the virus or are quarantined, we created a temporary COVID-19 Emergency Paid Time Off Policy to cover up to 80 hours of leave.

For more information, please visit our [COVID-19 customer resource page](#) to find answers to frequently asked questions and to access a copy of the FMCSA's emergency declaration. Due to the fluidity of this situation, J.B. Hunt will continue to update its response as conditions warrant. We will continue to work with you to meet your supply chain needs.

Thank you,

Shelley Simpson

EVP, Chief Commercial Officer,
President Highway Services

Greer Woodruff

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