

**TAKE CARE OF *U.***  
**TAKE CARE OF *U.S.***  
**TAKE CARE OF *U.S.A.***

***U.S. XPRESS***

Valued Customers,

In the past two weeks, U.S. Xpress has had 13 employees test positive for COVID-19. These employees include our professional drivers and office/shop personnel. Fortunately, these employees are all in stable condition and improving. And we wish them a full recovery.

With each of these cases we followed the Centers for Disease Control and Prevention's (CDC) guidelines and deployed our crisis response plan to mitigate any impact on other employees or our customers. Examples of actions taken included:

- Immediately contacted all drivers, terminal employees, or customers who may have come in contact with any U.S. Xpress employee who has tested positive for COVID-19.
- Informed all customers whose freight may have come into contact or otherwise been affected by a positive COVID-19 diagnosis.
- Closed down our locations where an employee who tested positive for COVID-19 had spent time until CDC recommended cleaning was completed.
- Provided company drivers and non-telecommuting office/shop employees who tested positive emergency pay of \$500 per week while they recover.

A full list of our proactive efforts and responses can be viewed on our COVID-19 resource page. We will continue to follow our crisis response plan when any new cases occur in our workforce.

As partners in the supply chain, we are taking all possible precautions to protect our employees and ensure your freight is safe. On your end, we ask that you support the drivers in whatever way you can. Together we can help ensure their health and continue to keep the stores stocked with necessary supplies.

We're committed to transparency and to working together in these challenging times. As we prioritize each other, we will come out stronger in the end.

Please reach out to your VP of Sales and/or Customer Experience Contact, who will work to address your questions or needs.

Take Care,



**Justin Harness**  
Chief Revenue Officer  
U.S. Xpress