

TAKE CARE OF *U.*
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U.S. XPRESS

U.S. Xpress: COVID-19 Prevention and Response Plan

During this national health care emergency created by COVID-19, we are focused on serving our customers and the consumers who rely daily on their products.

Our business continuity plan is designed to ensure our ability to protect, respond, recover, and resume operations during a serious pandemic event.

Our objectives are:

1. **Protect our Employees** – Provide for the safety and well-being of office employees, drivers, contractors, visitors, and customers.
2. **Maintain the confidence** of customers, shareholders, business partners, and employees.
3. **Return to normal business** operations as soon as possible.

COVID-19 (coronavirus)

There are many types of human coronaviruses including some that commonly cause mild upper-respiratory tract illnesses. COVID-19 is a new disease, caused by coronavirus that has not previously been seen in humans. The name of this disease was selected following the World Health Organization best practice for naming of new human infectious diseases. Symptoms of COVID-19 have ranged from mild symptoms to severe illness, including fever, cough, shortness of breath, and, in some cases, death.

Actions Taken

We are continually monitoring the situation and gathering data from the Department of Health and Human Services (HHS), Centers for Disease Control and Prevention (CDC), and World Health Organization (WHO) to determine if additional measures are necessary.

We have created a taskforce to review and update our business contingency plans, policies, and procedures to ensure any impact to the safety of our office employees, drivers, customers, vendors, and contractors is minimized. Additionally, in order to ensure

our mission critical operations are not affected if the situation continues to worsen, we are assessing specific risks and identifying mitigation plans.

Office Employees

Numerous and ongoing activities are underway to keep our nearly 2,300 office and shop employees, headquartered in Chattanooga, TN and across the country, protected, equipped and available to support our operations.

Education/Outreach – We’ve actively shared prevention information from the Centers for Disease Control and Prevention to help employees, drivers, and their families protect themselves from the COVID-19 virus. We will continue to share prevention tips as well as any developments pertaining to the virus.

Instructions include:

- Stay home when you are sick,
- Wash your hands frequently with warm, soapy water for at least 20 seconds,
- Avoid touching your face,
- Cover your mouth with tissues whenever you sneeze, and discard used tissues in the trash,
- Avoid people who are sick with respiratory symptoms, and
- Clean frequently touched surfaces.

Disinfecting Protocol – We have expanded the availability of our alcohol-based hand sanitizers throughout the workplace as well as in common areas in our offices and terminals. Additionally, we are expanding our janitorial cleaning protocols to increase the frequency of disinfecting our workspaces and expanding our supply of cleaning sprays and wipes to allow employees to clean and disinfect frequently touched objects and surfaces such as telephones and keyboards.

Travel Restrictions – To help keep our people and our customers well, we’ve suspended all non-critical travel until further notice. We’ve instructed our workforce to replace in-person travel with phone or video conferences to keep the lines of communication open. VP-level approval is required for business travel. We’ve also instructed all employees to replace in-person external visits with phone or video conferences. Whether vendors or other business partners, we’ve directed them to postpone all in-person meetings with external contacts.

Visitor Restrictions/Questionnaire – During this time of crisis, the health and safety of our employees, families, and guests who visit our facilities remain our top priority. As the COVID-19 outbreak continues to evolve and spread, we are monitoring the situation closely and will periodically update company guidance based on current recommendations from the CDC and WHO. Per those recommendations, only business-critical visitors are permitted at any U.S. Xpress facility at this time.

To prevent the spread of COVID-19 and reduce everyone's potential risk of exposure, we are conducting a simple screening questionnaire at every guard gate at our facilities. Anyone who enters, including our professional drivers, is required to fill it out.

Social Distancing – We are relocating staff (via telecommuting and other means) to maintain safe distancing as a prevention measure.

Additionally, we are encouraging the use of Microsoft Teams (video/phone conferencing) for those working out of our office or shop locations.

Working from Home – In order to ensure operations are not interrupted, we've swiftly moved 95% (more than 900) of our office-based employees to a work from home arrangement. This includes frontline individual contributors to executive leadership and is scheduled to last for an indefinite period.

Self-Report – Employees have been directed to self-report to their management and Human Resource Business Partner if they or someone they've been in contact with is diagnosed with COVID-19. Additionally, they've been instructed to stay at home for at least 14 days under these criteria.

Employees will also notify their Human Resource Business Partner if they have traveled or plan to travel to a COVID-19 high risk (Level 3) area as designated by the CDC.

Illness Symptoms – If any employee presents themselves at work with a fever or difficulty breathing, this indicates that they should seek medical evaluation. While these symptoms are not always associated with influenza and the likelihood of an employee having COVID-19 is low, it pays to err on the side of caution. We will determine on a case-by-case basis if the employee will be asked to work from home for the next 14 days and will monitor/assess their health status before they return to work.

Presumptive COVID-19 Case – We will treat the situation as if the suspected case is a confirmed case for purposes of sending home potentially infected employees. When this occurs, we'll communicate with employees in the affected worker's area to let them know that the employee is asymptomatic for the virus, acting out an abundance of caution.

We will send home all employees who worked closely with that employee for a 14-day period to ensure the infection does not spread. Before the employee departs, we will ask them to identify all individuals who worked in proximity (three to six feet) with them in the previous 14 days to ensure we have a full list of those who should be sent home.

If an employee is sent home due to any illness, supervisors will request through Facility Operations for a cleaning company to undertake a deep cleaning of the affected workspaces.

Positive COVID-19 Diagnosis – To help prevent the spread of the virus and prevent financial hardship, any shop or office-based employee unable to telecommute for their job and who tests positive for COVID-19 will receive \$500 per week in emergency pay until they fully recover. This will be in effect until further notice.

School Closings – We've worked to expand the number of essential positions that can work from home to provide alternate childcare arrangements for employees. For any employee not able to telecommute, we are assessing them on a case-by-case basis. Decisions will be based on prioritized roles per the business continuity plan, a conducive home-based work environment and availability of proper equipment.

Essential Work Verification – We are providing documentation for office/shop employees and drivers to show they are employed by an "essential" industry. Employees may provide this verification to law enforcement in the event they are stopped in route to or from work.

Drivers

With 5,500 trucks, 12,000 trailers, 6,500+ U.S. Xpress and Independent Contract Drivers, as well as dozens of terminal and shop locations staffed with nearly 500 technicians across the country, we possess the scope and flexibility to support our customers' needs during this crisis.

In order to protect our drivers and keep the trucks rolling, we've taken several actions specific to this group.

Orientation – U.S. Xpress is transitioning to virtual orientation for new drivers looking to join the team, with only select tests being done in-person. U.S. Xpress is also screening drivers at in-person orientation classes and terminals, with medical professionals on site to take temperatures prior to allowing entry. For those onsite, social distancing is being applied with group sizes limited to 10.

Education/Outreach – We've actively shared prevention information from the Centers for Disease Control and Prevention with drivers and their families to help protect themselves from the COVID-19 virus. We will continue to share prevention tips as well as any developments pertaining to the virus.

Driver Communication Channels:

- Service Center Handouts
- Monitor Signage
- DriverTech, Sat COMM
- Xpress Mobile App
- Driver Intranet
- Social Media
- Email

Disinfecting Protocol – For drivers, we've implemented stringent cleaning protocols at our terminals/service centers and have provided individual supplies for drivers to disinfect their cabs.

Visitor Restrictions/Questionnaire – During this time of crisis, the health and safety of our employees, families, and guests who visit our facilities remain our top priority. As the COVID-19 outbreak continues to evolve and spread, we are monitoring the situation closely

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To prevent the spread of COVID-19 and reduce everyone's potential risk of exposure, we are conducting a simple screening questionnaire at every guard gate at our facilities. Anyone who enters, including our professional drivers, is required to fill it out.

Leveraging Technology – We are leveraging technology to keep our drivers up to date and safe. One example is our DriverTech Amenity Stop Options feature that helps identify grocery stores near available parking spaces – a helpful tool as restaurants close across the country.

Supplier Continuity – We've engaged our long-term supplier/vendor partnerships to evaluate their ability to support our drivers/operations during the coronavirus outbreak. For example, we've received assurances from Pilot and Love's that they have established protocols to keep drivers safe and supplied while at their locations.

Driver Support – On a case by case basis, we will assess the need to provide lodging and transportation to a driver that is stricken ill with COVID-19 and, in turn, stranded in the line of duty.

Positive COVID-19 Diagnosis – To help prevent the spread of the virus and reduce financial hardship, any USX professional who tests positive for COVID-19 will receive \$500 per week in emergency pay until they fully recover at home. This will be in effect until further notice.

Essential Work Verification – We are providing documentation for office/shop employees and drivers to show they are employed by an "essential" industry. Drivers may provide this verification to law enforcement in the event they are stopped in route between loads.

Any employees with questions or concerns involving the business continuity plan are advised to contact their Human Resource Business Partner.