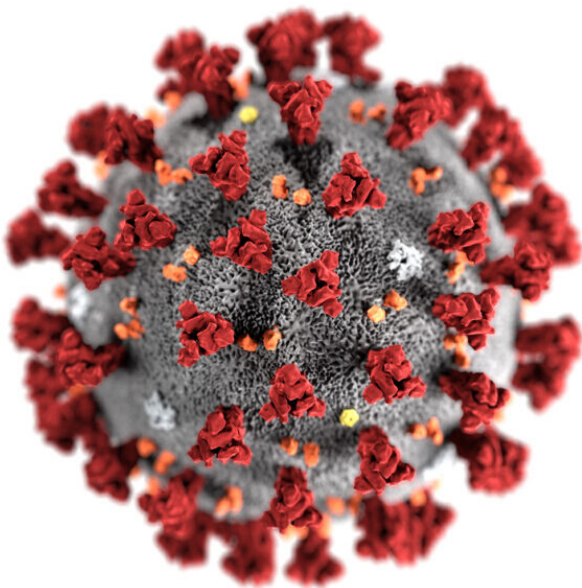
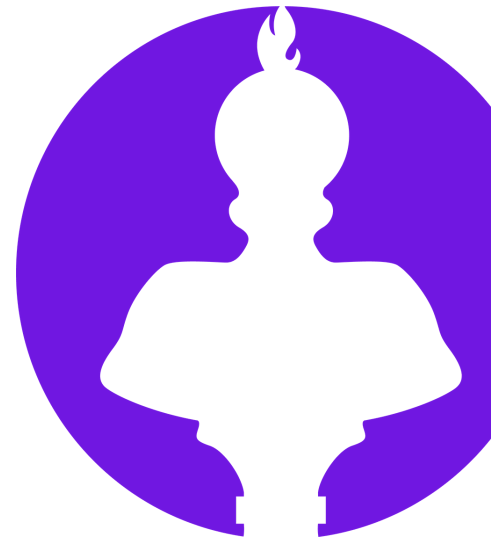


FREIGHT GENIE'S

CORONAVIRUS AND YOUR TRUCKING COMPANY: BEST PRACTICES



RESPONSE OVERVIEW

The Coronavirus COVID-19 has spread worldwide and is the cause of many deaths. North America is becoming more and more affected. At the same time, many people are infectious before they show symptoms. Therefore, it is likely that communities have a large number of people with undetected COVID-19. This is a risk for your operations team, drivers, their families and your community.

According to research by the World Health Organization, social distancing is the most effective method to slow down and halt the spread of COVID-19. Given the serious threat this virus poses to our vulnerable population and healthcare systems, we recommend that your transportation office closes immediately. This will help decrease the risk for your team, their families, and your community. Even if the number of cases in your community is low, it is vital to take action early due to the rapid spread of the virus. Just look at what happened in Italy and Iran.



YOUR TRANSPORTATION COMPANY'S RESPONSE PLAN

Strong actions by companies and governments are required to stop the spread. Below are some recommended actions:

1. **Close your office to non-essential staff and all visitors.**

- a. Determine who can work from home and for who it is absolutely necessary to be at the office. Your dispatchers and sales team can work from home. If your drivers and some of your operations crew can't work from home, they should take special precautions like social distancing, hand washing, and sanitization.
- b. Supply hand sanitizer, wipes and other sanitization tools at entrances and other key locations.
- c. Adapt your office to accommodate for more distance between team members and ensure proper social distancing.

Genie Tip: Viruses can live on steel and plastic for days. Go to your local construction store and buy foil copper sheets. Copper destroys the virus. Make sure you cover steel surfaces and handles with the copper, and limit plastic in the workplace.



RESPONSE PLAN CONT'D

2. Set up technology and other ways of working to support remote work.

- a. Invest in reliable virtual communication tools such as Zoom (for virtual meetings), Google Docs (for paperwork), and Slack (dispatcher collaboration).
- b. Ensure that your team members understand how to use your communication tools and which tools should be prioritized for specific use cases.

3. Assign a primary and secondary contact person for your staff.

- a. Identify a point person to collect team member feedback, monitor the local situation and report analysis to the management team, ideally someone conservative.
- b. Empower the point person with the necessary authority to make quick decisions that can save lives.
- c. Review any ideas and concerns submitted with the company management team for implementation.



RESPONSE PLAN CONT'D

4. Establish a management meeting and, if needed, a task force to keep track of the developments in your community and to adapt your response.

- a. Schedule regular weekly meetings with all team members to ensure that everyone is engaged.
- b. Schedule at least a bi-weekly check in with your task force to update your company response based on recent developments.
- c. Anticipate a loss in productivity from your team members due to the stressful situation, working from home, and be sensitive to this fact.

5. Reinvest the time normally spent commuting into building team morale and support.

- a. Expect higher levels of stress and anxiety among the team, as well as feelings of isolation from working remotely.
- b. Check in with your team members daily to ensure that everyone is holding up and managing the stress well, offering support as needed.
- c. Work to keep morale as high as possible to reduce the economic impact of the virus on your company.



RESPONSE PLAN CONT'D

6. Consider ways to preserve capital and continue operations.

- a. Examine any effects of lost productivity due to working remotely, lost revenues due to shippers slowing down and delayed supply chains.
- b. Project a difficult economic climate for operations and financing that will last 90 days or more, depending on the strength of the local response.
- c. Conserve the necessary operating capital to operate through the impacted period and recovery, planning business alterations now to preserve the necessary capital.

7. Consider ways to change your business model to win more new business while your competition is slowing down.

- a. While some of your shippers may be affected and slow down. DAT is reporting “spot rates”—that is, the cost to hire a last-minute truck on the open market—have jumped 6.1 percent since late February, and that rates for 63 of the country’s 100 most high volume truck routes have risen. This is not normal!



RESPONSE PLAN CONT'D

- b. A high demand for emergency medical supplies like masks, ventilators, toilet paper, and soap need to be transported from manufacturers to medical centers, and the raw materials that help manufacturers build those things—paper, plastic, alcohol—need to get to the factory. Grocery shelves must be restocked, and quickly.
- c. If you're a broker we recommend you focus on reefer loads. Compared to dry vans and flatbeds, they are typically higher paying loads as all grocery stores are looking to restock fast to support demand.
- d. If you are a dry van trucking company, look to plastics, paper washroom and kitchen supplies.
- e. As we are seeing with increased march prices for those owner operators who still plan on operating during the pandemic this represents a great opportunity. US shippers need to prepare for a trucking price shock at some point this year as the impact of the coronavirus disease 2019 (COVID-19) ripples from Chinese factories to US distribution centers and manufacturing plants.



RESPONSE PLAN CONT'D

8. What can you do if you employ drivers/ are a driver/ are an owner operator?

- a. A recent survey of carriers by the transportation logistics software company Transplace found that some companies were stepping up their truck cleaning, providing hand sanitizer to drivers, and asking drivers to stay in their cabs whenever they could.
- b. Truck drivers we spoke to said they weren't currently worried about getting sick but they were taking extra precautions like washing their hands frequently and keeping their truck extra clean.



COMMUNICATION TEMPLATE

SUBJECT: COVID-19 Update

Dear Team,

We have been monitoring the novel Coronavirus COVID-19 situation closely. To keep you, your family members and our communities safe, we will be making some changes in our operations.

Effective from [insert date] until [insert date], which may be extended, we are implementing the following updates:

- Our offices are closed
- All travel is canceled
- [Insert any other key updates that are essential to your business]

Response Contact

If you suspect or are confirmed having contracted COVID-19, or have any questions or concerns about our response to the pandemic, please contact:

Primary Response Contact[name], [title] - [email] - [phone]

Secondary Response Contact[name], [title] - [email] - [phone]



COMMUNICATION TEMPLATE

Facility Closure

Our offices are currently CLOSED to all non-essential team members and those who are able to work from home. In case that you need to be at the office for a business critical reason, please reach out to the Response Contact above.

For any team members that must be at the office, please follow these guidelines:

- Avoid travelling with public transportation, especially during peak times.
- Wash your hands immediately after arriving at the office for at least 20 seconds with soap.
- Avoid touching your face, mouth or eyes.
- Do not shake hands and maintain a distance of 6 feet between co-workers.
- If you are feeling unwell, please leave immediately.

Working Remotely

We are taking this unusual time as an opportunity to experiment with new ways of working.

- Meetings - We will replace all in-person meetings with (Zoom/google hangouts)
- Collaboration - We will be using (Slack/WhatsApp/Email) to keep everyone up-to-date



COMMUNICATION TEMPLATE

We want to be successful working remotely and here are some best practices to ensure this:

- Communication - Over-communicate about what you are working on. There is no such thing as over-communication, however, please use online notifications respectfully.
- Tolerance - Assume the best of intentions with written messaging. Without in-person interaction, it may be harder to interpret the meaning and tone of a message.
- Availability - Some team members may have family members at home to care for. Please advise your co-workers of your schedule and particular circumstances, so that we can best adapt work at this unusual time.
- Scheduling - Divide your day in deep work when you prefer not to be disturbed, and shallow work when you are available to colleagues, and communicate that to your colleagues.

Travel Postponement

We are postponing all work-related travel, both international and national. We recommend that you also postpone all non-essential personal travel. If you must travel, take necessary precautions recommended by health authorities to prevent being infected by COVID-19.



COMMUNICATION TEMPLATE

Sickness and Absences

If you experience symptoms of COVID-19, particularly a fever and cough, if you have been to an area with an outbreak or if you have been in close contact with an infected person, please let the Response Contact know and contact the health authorities for further advice.

Please take any time off to recover from illness during this period. To avoid overwhelming our medical system, you do not need a note from a doctor about illness to take leave. Any absence due to illness is automatically approved, and the resulting period of sick leave is compensated by the governing company guidelines.

Staying Safe

Please be aware of your role in our community to help stop the spread:

- Contact - Avoid physical contact, such as handshakes and kissing.
- Hygiene - Wash your hands. Avoid touching your face, eyes, mouth and nose.
- Events - Avoid events with 10 people or more and stay 6 feet away from others at events.
- Coughing - Cover your mouth when coughing, ideally
- with disposable paper.



COMMUNICATION TEMPLATE

Mental Wellbeing

Please take the time to care for your mental wellbeing. Based on the World Health Organization's guidelines, here are some helpful principles to follow:

- Anxiety - If you are feeling anxiety, avoid watching, reading or listening to news that may increase your distress. Use news to take practical steps, and set aside a couple times per day to review the news, versus a continuous stream.
- Stress - If you are feeling stressed, take a break and do something relaxing, such as reading a book or watching a television show.
- Empathy - If you are upset, be empathetic to the others around you that may also have higher levels of anxiety and stress.
- Language - Be careful in the language that you use by being thoughtful in your wording and by referring to "people who have COVID-19", "people who are being treated for COVID-19", and "people who are recovering from COVID-19."



COMMUNICATION TEMPLATE

Local Health Contacts

If you have questions about COVID-19, please contact the healthcare providers listed below. Be mindful that this is a time of increased demand for their services:

Location 1

Advisory phone number: (phone number) Local health information: (website)

Conclusion

We believe these measures will help keep you, your family and our community safe. Our approach is based on learning what has worked in areas that have successfully contained COVID-19.

While this is an uncertain time, by working together and taking the measures needed, we can stop the spread of the virus and protect most vulnerable members of our society. Thank you for your help.

(Company Leader/CEO)



RESOURCES

From the Centers for Disease Control and Prevention (CDC)

- Prevention: <https://www.cdc.gov/coronavirus/2019-ncov/prepare/prevention.html>
- In Case of Illness: <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/index.html>
- Traveling: <https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>
- Prevention: <https://www.cdc.gov/coronavirus/2019-ncov/prepare/prevention.html>

Virtual Communication Tools

There are many virtual meeting and communication tools on the market. We have compiled a list below from companies that are best in breed. Some are offering special deals to its customers due to the virus:

- Zoom Video Conferencing: <https://zoom.us>
- Google Hangouts - <https://fndri.com/2WeOfuh>
- Microsoft Teams - <https://fndri.com/2Qkjr8>
- Slack - <https://slack.com>
- Asana - <https://asana.com>
- Trello - <https://trello.com>



THANK YOU FOR READING!

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