



# Palmer Trucks

On the Road Since 1965

Corporate Headquarters  
2843 S. Holt Rd. Indianapolis, IN 46241 | (800) 827 8421

**To:** Accounting and Administrative Team

**From:** Jeff Curry, John Frigge, Susan Buck, Jeff Gauger, & Jim Catanzarite

**RE:** Coronavirus (COVID-19) Action Plan

As we attempt to navigate these difficult times caused by the COVID-19 pandemic, we want to assure all of you that we care and understand each one of you matters more than ever to the Palmer organization. What we do at Palmer matters more than ever as the nation attempts to move food, medical supplies, and other essential items, mainly by truck, to those in need. It is essential Palmer Trucks stays open to support these functions as they are pivotal for the country as a whole to win this battle.

With that being said, **the safety and security of our employees is our foremost concern.** In order to keep our employees safe, we will be instituting guidelines to keep the exposure of our employees as low as possible, while also serving our customers who are now more important than ever. We ask that you please be flexible in these trying times. Palmer Trucks is committed to accommodating each employee's specific situation in the best manner we can within this condensed time frame. It is our goal to continue to keep employees busy for their normal amount of weekly hours.

The following guidelines will be implemented within the coming days:

- Be prepared to mobilize staff to work remotely from their homes.
- Limit employee exposure in the buildings.

Staff will have the ability to work from home through either their personal computer or a company provided device. We will work through installing our Citirx VPN function in order for each employee to remotely log-on to the Palmer server to go through their normal day-to-day duties. For hourly employees, Paycor will be accessible through the desktop website and mobile app for clocking in and out.





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We understand that some tasks will have to be done within the branch (i.e. scanning, cash register reconciliation, bank deposit, mail processing, check printing, etc.). To accommodate this, we will ask staff to stagger their time at the branches, and be as efficient as possible in completing their work so they can return home. There will also be certain staff that may be asked to spend additional time at the branch. This will be done in a secluded and safe environment to minimize exposure to others.

There will be some downtime while being outside of the branch. To combat this, we are working to provide various Excel and Blaze training videos and webinars in order to fill to keep staff busy, and educate the team for future efficiencies especially as we work toward centralization.

It cannot be stressed enough that Palmer Trucks understands the seriousness of this situation, and has the ultimate goal of keeping our employees healthy. This is a very fluid situation, and one in which circumstance can change on a continual basis. We appreciate you in your cooperation. Again, remember that Palmer Trucks is at the forefront of helping the nation get past this crisis.

Thank you and stay safe!

Corporate Accounting Team

