



# Palmer Trucks

On the Road Since 1965

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

**To:** All Palmer Trucks Team Members  
**From:** The Executive Team  
**RE:** Coronavirus (COVID-19) Frequently Asked Questions

**March 20, 2020**

We have requested everyone to submit their questions for an FAQ follow-up. Below are frequently asked questions and answers aimed to make key communication points succinct. If you have additional questions, please continue to submit them to [hr@palmertrucks.com](mailto:hr@palmertrucks.com). This resource, along with all others, can be found on the virus resources and information page at <https://www.palmertrucks.me/virus>. Since the situation is fluid and evolving, communication will be updated to reflect developments.

## **Frequently Asked Questions:**

### **If I have symptoms, what do I do?**

Call your doctor for further guidance. One must be symptom free for 48 hours prior to returning to work. Accrued personal and vacation time will be allocated.

CDC guidance can be found on a state-by-state basis by utilizing the following phone numbers:

**OHIO** - 1-833-4-ASK-ODH (1-833-427-5634)

**INDIANA** - 877-826-0011 (available 24/7) or email [epiresource@isdh.in.gov](mailto:epiresource@isdh.in.gov)

**KENTUCKY** - (800) 722-5725

**ILLINOIS** - 1-800-889-3931 or email [DPH.SICK@ILLINOIS.GOV](mailto:DPH.SICK@ILLINOIS.GOV)

### **I tested positive for COVID-19. How will I be paid?**

Palmer Trucks will pay for 14 days of care for team members testing positive for COVID-19, prior to exhausting accrued personal and vacation time. **We understand testing is limited, so please share physician recommendations and testing processes to date with human resources.**





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**If someone is infected, do we send everyone home whom may have been in contact?**

Palmer Trucks will report the occurrence to the CDC, whom will then provide further quarantine guidelines for additional parties. An emphasis will be placed on identifying symptoms and practicing self-care in accordance with the CDC guidelines.

**What should I do prior to leaving for work each day?**

Please take your temperature prior to coming to work. If your temperature is 98.6 F or above, the threshold for a fever, stay home and contact a physician along with your reporting manager. If you experience coughing, chills, shortness of breath, body aches, or other symptoms as outlined by the CDC, follow the same procedure.

**I'm just not up for this. What can I do?**

While we request everyone that is able and healthy to continue to arrive at work to serve our customers during this time, those requesting to stay home will have to allocate accrued personal and vacation days.

**I am feeling well, but am interested in working a different shift. How do I go about this change?**

In order to accommodate social distancing, while still serving our customers, make this request directly to your reporting manager. Managers with supervisory responsibilities are encouraged to fulfill this request, as long as doing so does not hinder operations.

**I do not have care for my kids. What can I do?**

Palmer Trucks does not have provisions for childcare at this time. We will continue to monitor state and federal guidelines and programs that may pertain to this scenario. In the meantime, if one's department can accommodate hours worked within another shift, an individual may request a transfer to that shift from their immediate supervisor.

**For any number of reasons, I don't have any accrued vacation or personal time. Now what do I do?**

If you have symptoms, please still do not come to work. We will make arrangements to have your situation remedied; however, safety and health is the top priority.





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## **How do I clock-in, while minimizing exposure?**

In light of COVID-19, we are allowing access for employees to punch from their phones. This will reduce any contact where employees may be using the same keyboard to punch in and out (service technicians in particular). This will allow team members to move quickly without sharing a device. Please remember that all employees can go to [www.paycor.com](http://www.paycor.com) and log in and out as well.

## **I'm on Palmer Truck's high-deductible health care plan. How does this affect me?**

Diagnostic testing is covered under the high-deductible plan, thus eliminating out-of-pocket deductibles and copays if diagnostic testing is sought (including COVID-10 testing). For those that are enrolled in a high deductible health plan, receiving these first dollar benefits does not disqualify you from HSA eligibility, per new IRS guidelines.

## **If I'm at work, can I expect overtime?**

Palmer Trucks continuously works to monitor and manage overtime. In these times more than ever, the team needs to keep overtime to a minimum. For at-home workers, there will be no overtime until further notice. Parts department overtime will be strictly monitored and managed. The company will evaluate technician overtime on an as needed basis, taking customer needs, business volume, and the sensitivity of the load being hauled by the truck into account.

## **Someone in my place of work tested positive for COVID-19. I am now required to quarantine. How does this affect my accrued time off available? Do I qualify for the 80 hours of COVID-19 pay?**

Human Resources will contact you and cases will be reviewed one-on-one utilizing a case-by-case basis. Accrued personal and vacation time will be taken into account alongside current and applicable government guidelines.

## **The availability of COVID-19 testing is low and restricted within my county. What should I do and how should I proceed?**

We understand testing is limited, so please share physician recommendations and testing processes to date with human resources. Human Resources will address the situation case-by-case for the time being in accordance with physician recommendations.





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## **There are rumors of a government-enforced 14-day quarantine. Is this true?**

Palmer Trucks has been made aware of a social media post that suggests that there will be a mandatory, national 14-day quarantine to be enforced by local first responders and the military. To be clear, no official communication has been issued to confirm this to date. The post is very generic in nature, contains grammatical errors, and references Homeland Security and the “Stafford Act” to add legitimacy. The world’s normal is constantly changing. Posts like these can appear legitimate and add fear and anxiety to an already tense way of life. We ask that you react to facts, not fear. There is no known plan to implement a quarantine to be enforced by first responders or the military.

## **How does this situation affect Palmer Trucks as a company?**

The Federal Emergency Management Agency (FEMA) has indicated that the trucking industry is critical to keep supplies moving. This means that it is a priority for Palmer Trucks to continue operating and supporting our customers, so that supplies can reach our communities.

## **Remember, what you do matters**

The past several days have been a whirlwind filled with anxiety and uncertainty for many. These feelings are natural and part of our being; however, please know that the leadership of Palmer Trucks cares about you and your well-being – spiritually, physically, and mentally. Through practicing our safety protocols as a team, living the Palmer Roadmap, and taking care of ourselves in the realms we can control, we will get through this stronger and more resilient. Your hard work and dedication during this trying time is recognized not only by leadership, but by the customers we serve that are moving critical goods to those whom need them most.

