



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: John, Scott & Jake Nichols; Tom Kapitan; Jeff Curry

RE: Coronavirus (COVID-19) Preparedness

Caring for You

Our team is here for you, cares for you, and supports you. We want all team members and their families to be healthy, happy, and safe. Feelings of anxiety and uncertainty are completely natural. Please use this as an opportunity to discuss your concerns openly with your manager and support one another.

Remember – what you do matters. Regardless of the state of affairs, all our goods and services move by and depend upon trucks. Supporting our customers to keep the economy moving ahead is what comprises the backbone of our country. Through perseverance, precaution, and teamwork, we will overcome this challenging time.

With recent developments surrounding the Coronavirus (COVID-19), Palmer Trucks is implementing additional protocols and procedures for the safety and well-being of our team members and customers. The executive team is currently requesting the provision of information and compliance with the following directives:

All Palmer Trucks Team Members:

Medical Precautions

- **Clean your workspace** - Please keep your work station clean by routinely wiping down commonly-touched surfaces (door knobs, desks, keyboards, computer mice, telephones, etc.) with disinfectant.
- **Wash your hands** – As always, please routinely wash your hands with soap and water for at least 20 seconds. If none is available, use alcohol-based hand sanitizer. Please be sure to scrub all surfaces.





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- **No face touching nor handshakes** – Please work to break the habit of touching your face. This provides a prime opportunity for the virus and other germs to enter your system. Also, refrain from handshakes with colleagues and customers. Consider greeting alternatives that don't involve touching.
- **If you are experiencing symptoms, stay home and self-quarantine** – If experiencing a fever, cough, sore throat, or combination thereof, please seek medical attention and do not come to work. Follow all advised self-quarantine protocols as prescribed by the Center for Disease Control. Be sure to communicate all relevant occurrences with your direct supervisor. Human Resources and the executive team are currently developing a plan to allocate leave time, and will issue supplemental updates as they are available.

General Protocol

- **Emergency contact information** – Please make sure your emergency contact information is up-to-date in Paycor and that your reporting manager is aware of their name, phone number, and secondary phone number (if applicable). Managers with reporting team members – please keep this list readily available.
- **Prepare for remote work** – Positions that do not require physical presence at the dealership to accomplish work will be asked to work remotely. IT will issue instructions as to set up call-forwarding, remote file/email access, video conferencing, and audio teleconferencing. Please utilize technology and social distancing to lessen the probability of virus spread amongst our personnel whenever possible, while maintaining business continuity.
- **Minimize face-to-face meetings** – Use technology to communicate in all available circumstances. If an individual must be interacted with to conduct business, do so one-on-one and maintain a healthy distance to prevent the spread of the virus through air droplets.





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- **All non-necessary travel must be re-scheduled** – All non-essential travel to business operations must be postponed to a later date. This includes airline (both domestic and international) and highway travel. If travel must take place, please verify with your reporting manager. This primarily pertains to business and training travel. If delivering parts, please exercise social distancing and routine hand-washing.

Job Specific Procedures

- **Within the next 24 hours**, details pertaining to your specific role will be communicated to ensure safety while supporting customers.
- **No more than 3 customers within a driver's lounge** – Due to the varying sizes of Driver's Lounges, no more than three customers are encouraged to be in any driver's lounge at any one time. Due to varying lounge sizes, please exercise caution and use best judgement.

Please work as a team to hold each other accountable to the above items.





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Closing Summary

While the situation is a moving target, developing day-to-day, we encourage everyone to be creative and flexible through problem solving. Our values, teamwork, and care for one another has enabled the organization to grow and thrive for more than half a century, and continuing to do so will ensure that we overcome this.

We are asking all illness-related absences to be recorded in the Paycor system. Usage of vacation and personal time in the event of an illness will be addressed at a later date, and at this time we will plan to make accommodations if needed. We are currently not anticipating any layoffs, and will be working diligently to support our team. We ask that everyone be present if able, work hard, and continue to work in creative ways to overcome obstacles to serve our customers.



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