



# Palmer Trucks

On the Road Since 1965

Corporate Headquarters  
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**To:** All Palmer Trucks Salespersons  
**From:** The Executive Team, Corporate Truck Sales Manager  
**RE:** Coronavirus (COVID-19) Salesperson Protocol  
**Revised: 03/24/2020**

The following protocol is a directive of the executive team for all Palmer Trucks salespeople during the Coronavirus (COVID-19) situation. Protocol will be updated and distributed as necessary, and is in effect until further notice:

- 1) **Update:** Until further notice, floor days are canceled for the safety of our team and customers. All inbound sales calls will be directed to the salesperson's cell phone. Utilize videoconferencing and telephone to communicate with team members and customers.
- 2) **Update:** Truck salespersons are to coordinate with the service department to schedule trucks for delivery in order to ensure proper preparation sanitation. Social distancing during delivery is to be practiced, while maintaining Palmer Roadmap values.
- 3) Visits to customer facilities are not permitted at this time.
- 4) If a customer insists on a meeting, it must be done at the dealership, on the lot, with distance.
- 5) In accordance with social distancing, office meetings are prohibited.
- 6) Utilize instructions from IT to access email and files from home. Please remain accessible.
- 7) In between customer calls, complete online training:
  - A) Kenworth
  - B) Salesforce
  - B) Paycor (HR)
- 8) Identify units to place onto flyers for potential buyers and share it with them, rather than making direct visits.
- 9) Follow the sanitation protocol for both your home work station and hand-washing, along with the other safety protocol outlined within the March 16, 2020 internal memorandum to all employees.
- 10) Complete your customer, contact, and lead spreadsheets for Salesforce implementation.
- 11) Please remember to not only take care of yourself, but take care of your families as well. Please stay strong and do your best to serve our customers, while remaining safe. Our customers are the backbone of our country during this crisis, moving critical medicine, food and supplies. Our job is to make their job easier and be a partner during this time.

