

PALMER TRUCKS

ON THE ROAD SINCE 1965

| | | |
|---|----------------------------------|------------------------|
| Policy: | Covid-19 Phased Opening Response | Effective Date: |
| Revision Date: | 5/19/20 | 5/19/20 |
| | | |
| Purpose: | | |
| To provide a safe and systematic approach to address recommended and required guidelines directly pertaining to the business of Palmer Trucks, including but not limited to employees, customers and affiliates. | | |
| Responsibility: | | |
| It is the responsibility of all Palmer Trucks employees to abide by, recommend and facilitate the guidelines outlined in this policy to promote and maintain a safe, clean and friendly environment at all times. | | |

Summary:

As Palmer Trucks is an essential business, the organization has implemented and will continue to follow the existing precautions and protocols into the foreseeable future. In line with the phased approach of the White House’s Opening Up America Again guidelines, and local government recommendations, we will continue to embrace social distancing, applicable telework, and in-store sanitation. Because we operate in various states, to remain consistent, we will mirror the most restrictive limitations of the states in which we operate in order to mitigate virus spread and a potential second wave. While any dates listed in this document may change, the most recent guidelines outlined here must be followed.

Important: *All information within this document is subject to change to keep current with and when new information becomes available. The information and guidelines described herein are given with the recommendations of local and federal governmental guidelines. They are intended to aid in creating and maintaining a safe and healthy workplace as possible given the current global pandemic.*

Contents:

1. **General Guidelines**
 - a. **Employee Health and Wellness**
 - b. **Social Distancing**
 - c. **Housekeeping & Hygiene**
 - d. **Face Masks**
2. **Role Specific Allowable Functions After May 25, 2020**
 - a. **Truck Sales**
 - b. **Parts**
 - c. **Service (included Body Shop & Fabrication)**
 - d. **Accounting & Administration**
 - e. **Leasing & Rental**
3. **Next Phase(s) – Target June 15th, 2020 & July 6th, 2020**
4. **Employee Health and Wellness**
5. **Resources**
6. **Appendix**
 - a. **Self-Reporting Wellness Check**
 - b. **Daily Checklist**
 - c. **KPA Recommendations Checklist**

PALMER TRUCKS

ON THE ROAD SINCE 1965

Details:

1. GENERAL GUIDELINES

(The following guidelines will not cease until July 4, 2020 at the earliest)

- a. Keep the workplace healthy.
 - i. Staff and all known personnel must be free of symptoms, and if symptoms occur, the individual must report the onset of symptoms immediately to their direct supervisor and HR department. They must leave as soon as the situation allows.
 1. Supervisor must relay report to HR immediately.
 2. All confirmed cases must be reported to HR
 3. Employees who have confirmed cases must quarantine for 14 days before being permitted back to a facility and before resuming in-person business activities. The employee must be free of symptoms for 48 hours without the use of prescription drugs.
 - ii. All employees must perform a self-reporting wellness check immediately before reporting for each shift at any Palmer Trucks location.
 1. See **Appendix A**
- b. Observe Social Distancing Guidelines.
 - i. Social Distancing, also called “physical distancing,” is defined by the CDC as keeping space between yourself and other people outside of your home.
 1. Stay at least 6 feet (2 meters) from other people
 - a. “Common” areas (customer access areas) where lines may form, tape markings on floor ensuring 6 foot spacing in queues.
 2. Do not gather in “large” groups
 3. Stay out of crowded places and avoid mass gatherings
- c. Continue good housekeeping and hygiene measures.
 - i. Routinely disinfect work, common and high-traffic areas.
 1. See **Appendix B** for a detailed housekeeping checklist
 2. All areas that have constant or routine use should be cleaned and sanitized at least every hour.
 - a. Example: Phones, door knobs, cash register, number pads, counters, Etc.
 3. All areas that a customer can access must be cleaned and sanitized, at minimum, twice per shift.
 4. All employee only areas must be cleaned and sanitized, at minimum, daily.
 - ii. Ensure sufficient supply of hand soaps, sanitizers and disinfectants.
 1. Must be available for all customers and employees
- d. Face Masks
 - i. Are required to be worn by all employees within Palmer Trucks facilities, when social distancing is not practical.
 1. Masks will be provided
 - ii. Are recommended for all customers & guests within Palmer Trucks facilities.
 - iii. Plexiglas barriers will be installed at counters as necessary.

PALMER TRUCKS

ON THE ROAD SINCE 1965

2. Role Specific allowable functions after May 25th, 2020:

- a. Truck Sales
 - i. Maintain communication with your customers
 - ii. Limited travel is allowable if necessary, safe and meets the requirements listed below:
 - 1. Observe customer conditions for visitation
 - 2. No general sales visits, sales blitzes or cold call visits
 - 3. Must be in direct correlation with current pending deal in process or immediately pending deal.
 - 4. Submit pertinent, relatable miles through Motus is applicable.
 - iii. Floor day/in office: continue remote work if applicable limit in office time and in-person meetings
- b. Parts
 - i. Continue to encourage contactless delivery and curbside services
 - ii. Limit OSS staff office time to select hours only
 - 1. Maintain communication with your customers
 - 2. Limited travel is allowable if necessary, safe and meets the requirements listed below:
 - a. Observe customer conditions for visitation
 - b. No general sales visits, sales blitzes or cold call visits
 - c. Must be in direct correlation with current pending order in process or immediately pending order.
 - iii. Limit in-person meetings/groups
- c. Service: Includes Body Shops and FAB
 - i. Continue to encourage contactless vehicle write-up, check-ins and pick-ups for all service work.
- d. Accounting/Admin
 - i. Continue remote work if applicable
 - ii. Limited travel is allowable if necessary, safe and meets the requirements listed below:
 - 1. Observe customer/Vendor conditions for visitation
 - 2. No general or unstructured visits.
 - 3. Must be a direct and structured need/ agenda
 - 4. Submit pertinent, relatable miles through Motus is applicable.
 - iii. limit in office time and in-person meetings
- e. Rental & Leasing
 - i. Maintain communication with your customers
 - ii. Limited travel is allowable if necessary, safe and meets the requirements listed below:
 - 1. Observe customer conditions for visitation
 - 2. No general sales visits, sales blitzes or cold call visits
 - 3. Must be in direct correlation with current pending deal in process or immediately pending deal.
 - 4. Submit pertinent, relatable miles through Motus is applicable.

PALMER TRUCKS

ON THE ROAD SINCE 1965

3. Role Specific tasks may have select allowable functions after June 14th, 2020
 - a. Possible increase of some travel restrictions
 - b. Possible increase of selectin-office availability
4. Employee Health and Wellness
 - a. Numerous health and wellness resources are available and can be found through the following methods:
 - i. <https://www.palmertrucks.me/virus>
 - ii. hrteam@palmertrucks.com
 - iii. <https://mybensite.com/palmertrucks/>
 - iv. <https://www.ohana.software/desktop> (*then browse HR tab*)

PALMER TRUCKS

ON THE ROAD SINCE 1965

Resources:

- Virus Communication and Insurance Resources: <http://palmertrucks.me/virus/>
- CDC Website: <https://www.cdc.gov/coronavirus/2019-nCoV/index.html>
- CDC Guidelines on Worker Safety and Support: <https://www.cdc.gov/coronavirus/2019-ncov/community/worker-safety-support/>
- CDC Guidelines for Long-Haul Truck Drivers: <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/long-haul-trucking.html>
- White House 'Opening Up America Again' guidelines: <https://www.whitehouse.gov/openingamerica/>

PALMER  TRUCKS

ON THE ROAD SINCE 1965

Appendix:



Self-Reporting Wellness Check

I verify that I have taken my own temperature within an hour of reporting for my shift and have confirmed it is under 100.5° Fahrenheit.

Have you had any of the following symptoms on your last day of work or the last time you were physically at a Palmer Trucks location?

| Yes | No | Criteria |
|-----|----|--|
| | | Fever of 100.5° Fahrenheit or higher? |
| | | A new cough? |
| | | Shortness of breath or difficulty breathing? |
| | | Sore throat? |
| | | New muscle aches or headaches? |
| | | Gastrointestinal system (i.e. diarrhea, vomiting, etc.)? |
| | | Chills or repeated shaking with chills? |
| | | New loss of taste or smell? |
| | | Is there anyone in your household who is ill or have been diagnosed with COVID-19? |
| | | Have you been in contact with anyone who is ill, shown symptoms, or diagnosed with COVID-19? |

If you answered “Yes” to any of the questions above, do not report to work and contact your immediate supervisor. Wait for further instruction from your supervisor and/or HR.



PALMER TRUCKS

ON THE ROAD SINCE 1965

B.) DAILY CHECKLIST OF REQUIREMENTS (*Review Daily*):

HOURLY:

- Clean and sanitize all high traffic areas prioritizing areas that customers have access
 - a. All areas that have constant or routine use should be cleaned and sanitized at least every hour.
 - i. Example: Phones, door knobs, cash register, number pads, counters, Etc.

TWICE PER SHIFT

- All non-high traffic areas that a customer can access must be cleaned and sanitized twice per shift, at minimum.
- Ensure sufficient supply of hand soaps, sanitizers and disinfectants.
 - a. Must be available for all customers and employees.

DAILY (*per shift*)

- All employee only areas must be cleaned and sanitized, at minimum, daily.
- Ensure 6ft space markings are present on floor (to aid in social distancing).
- Ensure signage remains on doors and throughout to promote a safe and healthy environment.

PALMER TRUCKS

ON THE ROAD SINCE 1965

C.) KPA Recommendations Checklist(s) (*Review Weekly*):

Signage

- Proper signs throughout your facility remind people to do their part to prevent the spread of viruses.
- Posted signage in entryways requesting those who have flu-like symptoms not to enter the facility.
- Post signage displaying proper hand washing techniques near all hand washing stations.

Work Area

- Sanitary work areas and surfaces help protect people's health.
- Hand washing facilities are conveniently located within work areas or antibacterial products are available.
- Prevention supplies, such as disposable face masks, tissues, soap, etc., are available.
- You or someone else has reviewed cleaning measures to ensure that high-risk contact areas and touch points are regularly disinfected.
- The work area is properly ventilated.
 - Ventilation devices are clear of dust/cobwebs.

Communication

- Employees know how to report concerns with cleanliness and obtain additional cleaning.
- Employees have been given accurate information about ways to prevent the spread of infection.

Symptoms & Risk Factors

- Do not have flu symptoms, such as headache, runny nose, sore throat, cough or fever.
- No one in your home has traveled overseas in the past 2 weeks.
- Have not had contact with anyone currently displaying COVID-19 symptoms or who tested positive.
- Members of your household are self-isolating.

Everyday Preventative Actions

- Everyone washes their hands frequently.
- Avoid touching your eyes, nose, and mouth.
- Stay home when you are sick.
- Cover your cough or sneeze into a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces.

Actions - *Certain behaviors and practices can keep you and others safe.*

- You agree to stay home from work and any other activities if you become sick with COVID-19 symptoms, which may include fever, cough, or difficulty breathing.
- You keep away from others who are sick.
- You limit close contact with others as much as possible (6 feet of separation is recommended).
- You'll continue to practice everyday preventive actions (even after COVID-19 declines).
- Take care of your own and your family members' emotional health.
- Remain informed about your local COVID-19 situation. Get up-to-date information from credible sources (i.e., public health officials).