



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: Policies and Procedures – May 2020

May 1, 2020

The leadership team greatly appreciates everyone's efforts, teamwork, creativity, and dedication to the Palmer Roadmap during this time. When presented with opportunities, the team has taken an innovative, growth-centered approach to derive creative solutions that will ultimately make us better in the long run. The entire Palmer team has taken this uncertain time and all associated precautions seriously, which has enabled us to maintain a healthy and safe environment – our top priority. To all of you – Thank You.

As we approach the month of May, some of the states in which we do business are eyeing the reduction of stay-at-home restrictions. 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 Phase One of the White House's Opening Up America Again Guidelines, we will continue to embrace social distancing, applicable telework, and in-store sanitation. Ultimately, this will entail the Company mirroring the most restrictive restrictions of the states in which we operate in order to mitigate virus spread and a potential second wave.

As a reminder, these precautions and protocols include:

- Social Distancing – Front-line team members should maintain at least six feet of distance between customers and fellow team members and should not congregate within store common areas or offices.
- Teleworking where possible – Office staff, managers, directors, and corporate personnel should continue working-from-home - leveraging technology wherever possible to prevent the potential spread of the virus to front-line team members.
- Job-specific protocols – All team members should continue to follow job-specific safety and sanitation protocols, which can be reviewed at <https://www.palmertrucks.me/virus/>





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- Proper sanitation – All team members should embrace the sanitation of commonly-touched surfaces and areas, while maintaining routine hand-washing.
- Personal Protective Equipment (PPE) – All front-line team members should utilize PPE within their respective job functions. **The use of face masks within store environments is strongly encouraged.**
- Staying home when exposed or ill – All team members should stay home if exhibiting symptoms of the virus or illness, as well as, when household members exhibit symptoms. Please remember to communicate with your immediate supervisor along with human resources regarding applicable leave-time policies, which can be found at <https://www.palmertrucks.me/virus>.
- Maintain awareness of one's spiritual, mental, and physical health – The team's overall well-being is top priority. As such, please remain aware of applicable insurance resources, policies, and programs. Information regarding these topics and the current situation can be found at <https://www.palmertrucks.me/virus>.
- Minimize non-essential travel – While some non-essential travel may be permitted in the near future, please continue to minimize such. The Company will provide additional information regarding travel, when applicable.

Leadership will continue to monitor the situation and provide additional updates, as state restrictions change. It is our hope that we will safely be able to phase-in customer visits and in-store business as we move forward. Again, thank you for all you do as a team member at Palmer Trucks. If you have concerns or questions, please reach out at hrteam@palmertrucks.com.

