



Valued Customers,

As a company centered around the Core Values of Family, Safety, Service, and Respect, the health and overall well-being of our employees, customers, and community is our top priority. Additionally, we are committed to going the extra mile for our customers if at all possible, which is why we are still open, working, and ready to serve.

With that being said, during this unprecedented pandemic that is sweeping our nation – and the world – we are taking a multitude of precautions to ensure we are doing our part to help limit the spread while still meeting the needs of our customers. Below is our current plan of action and steps that we are taking:

- While we are open for business, we have implemented a work-from-home initiative where we have more than 10 employees. In some locations, we have also mandated that staff take PTO to decrease or limit the number of personnel in the office setting. Where possible, we have adjusted operating hours to stagger our staff while in the office. We are confident that the needs of our customers will still be met throughout the duration of this initiative, we simply ask that you allow us additional time to respond to calls, emails, etc. until we are back at full staff in the office.
- We are closely monitoring all updates, suggestions, and mandates from public health officials and government agencies, including state and local governments, the Centers for Disease Control, and the World Health Organization.
- Our office and all equipment have been, and will continue to be disinfected in a safe and consistent manner in order to protect all employees who have and will continue to work from the office. Our staff is also spending this time disinfecting buses and wiping down seats.
- We are setting up alternate communication strategies for both our employees and customers in order to ensure reliable, timely communication throughout the entirety of this situation. Again, we don't anticipate this negatively impacting our operations, we simply ask for additional time to respond to calls, emails, etc.
- During this time, we are placing notices on our doors to limit public or even driver interactions with our staff. We are requesting that our team can only be reached by a prescheduled appointment.

As we continue to monitor the fluid situation that is the Covid-19 pandemic, we ask for your patience and understanding. Most importantly, we wish you, your families, your co-workers, and your communities good health. We look forward to continuing to serve you and getting through this together!

