



Jack Cooper Investments, Inc.

COVID19 Readiness Playbook Rev. 3

August 17, 2020

Home is the most important stop!

At the end of the day, our Safety & Health is our most precious cargo. Jack Cooper can only succeed if all of our employees return home safely and healthy at the end of each shift.

Leadership Statements



“Life is God’s greatest gift. That is why one of our core values is Safety & Health. It is not enough to say the words. We need to walk the talk. At Jack Cooper, we will always go to extraordinary lengths to protect our most important asset: our people. Please give this COVID19 Readiness Playbook your top priority.”

Mike Riggs, Chief Executive Officer

“Our immediate objective under the COVID19 Risk Mitigation Process is to keep our employees and visitors healthy and diminish the spread of the infectious disease by our employees or others involved in our business. However, we cannot relax our efforts to reduce work-related injuries. Instead, we have to continue to improve our Comprehensive Safety & Health Process, or Project Zero, to reduce work-related injuries as well as combat COVID19.”

Theo Ciupitu, Chief Risk Officer

Table of Contents



COVID19 Risk Mitigation Process	1
Communications/Awareness	2
Site Entry Process	3
Sanitization	4
Social Distancing	5
Critical Supply Management	6
Virtual Terminals/eDispatch	7
Execution	8

1

COVID19 Risk Mitigation Process

COVID19 Risk Mitigation Process



Site Readiness Checklist



We've developed an easy-to-follow checklist to help ensure every facility understands exactly how to properly implement all policies, protocols and procedures related to our COVID19 Risk Mitigation Process.

Site: COVID19 Risk Mitigation Readiness Checklist Click each heading/link for resource material	Owner	Overall Status	Notes	Site Location	Access Control	Sanitation	Physical Distancing	Personal Protective Equipment	Hand Hygiene	Temperature Screening	Emergency Response	Communication	Documentation	Training	Monitoring	Reporting	Review	Update	Approval	Signature	Date
Sanitization and Physical Distancing:																					
Touchpoint Sanitization/Cleaning Plan - Routes, Materials, Frequency, Standardized Work																					
Touchpoint Sanitization/Cleaning Verification - Signi Patched with Sign-Off Process																					
Sanitization Stations (Wipes and/or Sanitizers) - Define Locations, Set-Up, Maintenance Plan																					
Develop and Implement Physical Distancing Plan - Evaluate key areas to determine strategy. <i>Note: See examples of best practices (attached).</i>																					
Implement "Door Open" Strategy - Prop Open Doors throughout Site																					
Manage Fans and Ventilation Equipment																					
Critical Supply Management:																					
PPE/Masks (All Employees)																					
N95 (Emergency Response Employees)																					
Temperature Screening Devices																					
Hand Sanitizer and Sanitization Wipes																					
Cleaning Supplies and Gloves																					

These documents detail the steps related to our COVID19 Risk Mitigation Process with forms and templates.

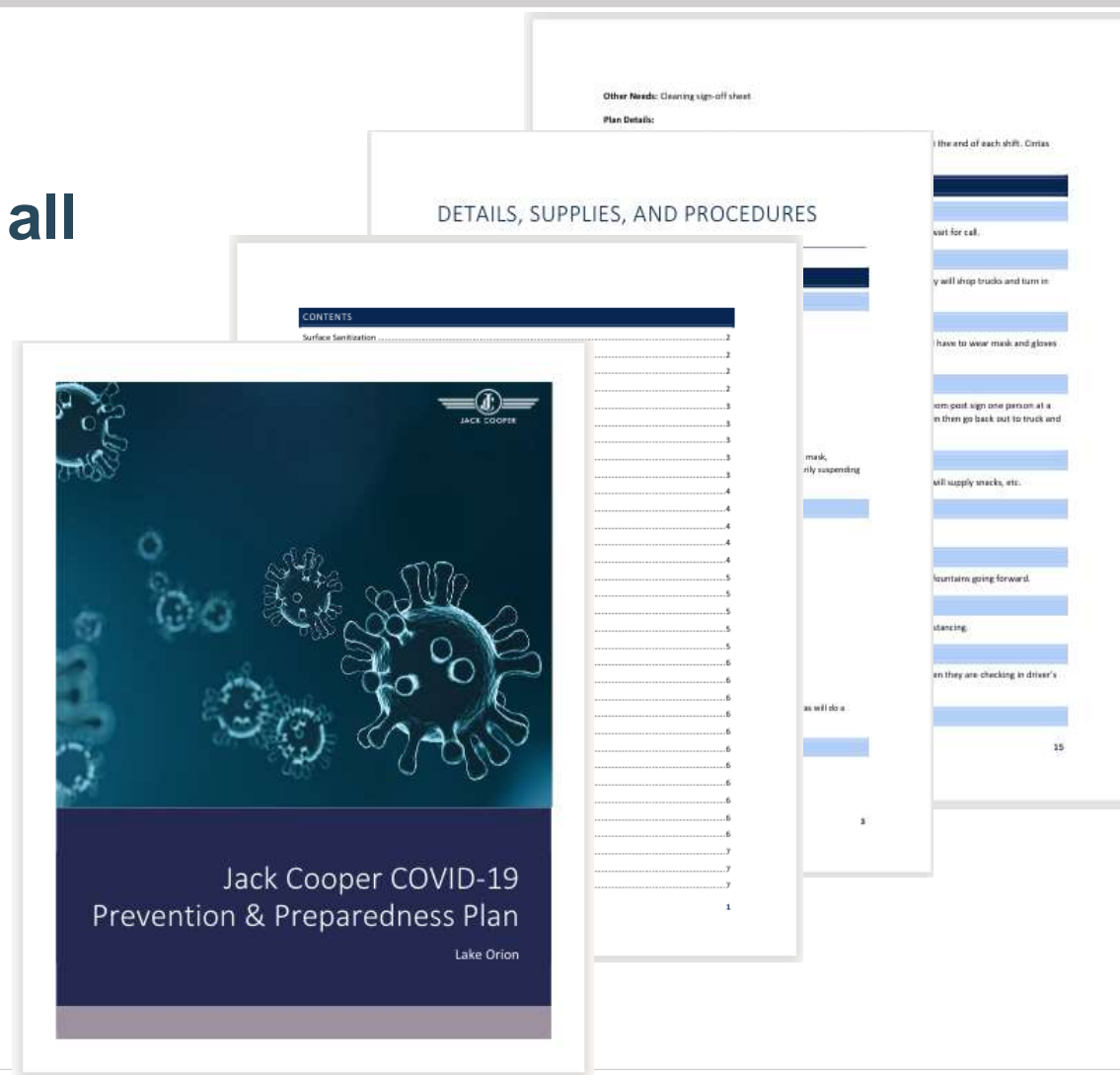
[Site Readiness Checklist](#)

Terminal Preparedness Plan

Jack Cooper has worked with terminal leadership to create site-specific plans at all terminal locations covering:

- Sanitization of surfaces
- Social distancing measures
- Procedures for protecting employees

Terminal Preparedness Plan



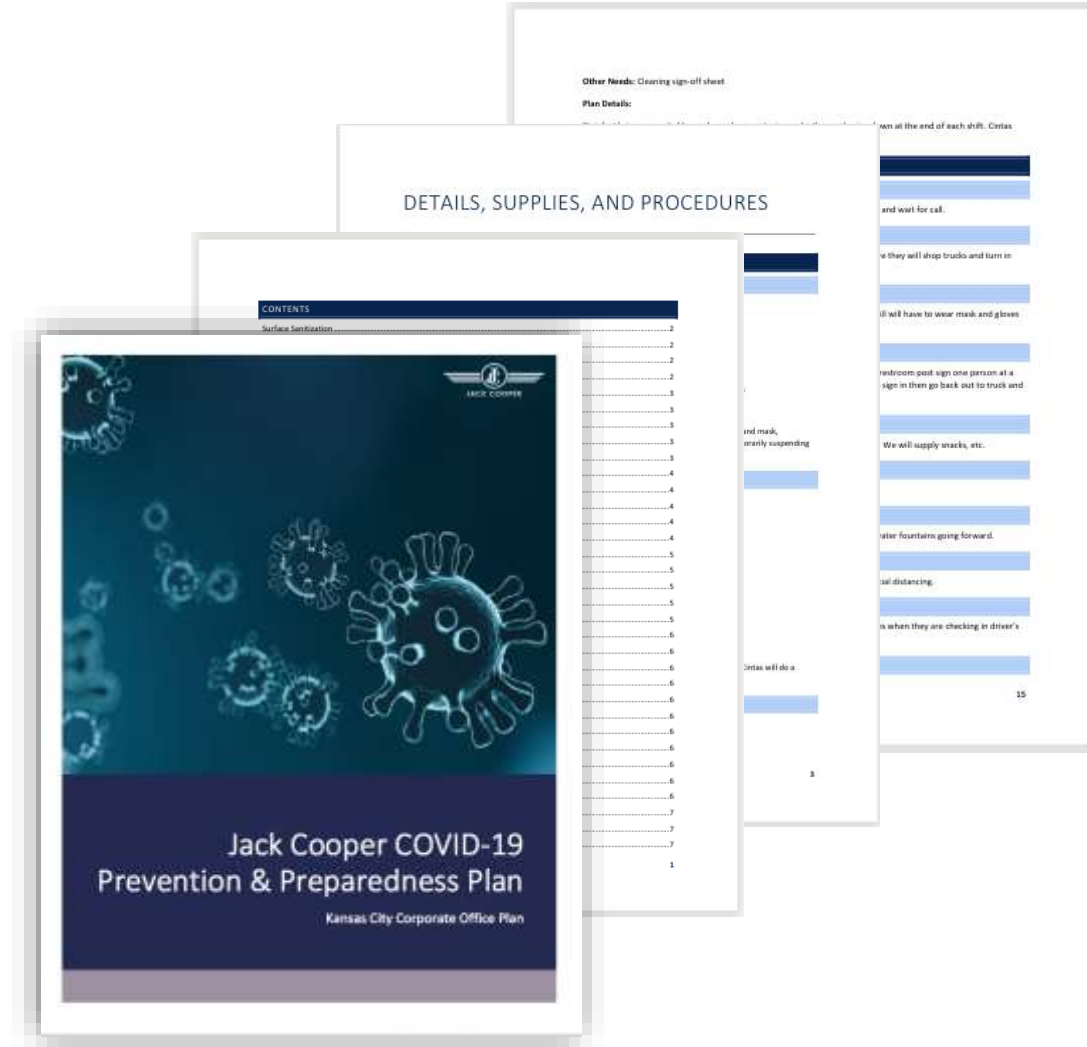
Corporate Offices Preparedness Plan



Jack Cooper will ensure that our office personnel is safe and healthy

- Doing so requires our employees and visitors to take personal responsibility to monitor their safety & health, alter their habits and keep the safety & health of others in the forefront
- Our employees and visitors are expected to abide by this plan and the safety & health instructions posted throughout our offices

Office Preparedness Plan



2

Communications/Awareness

People Leader Training	2A
Case Management	2B
Orientation	2C
Safety & Health Messages and Signage	2D

People Leader Training



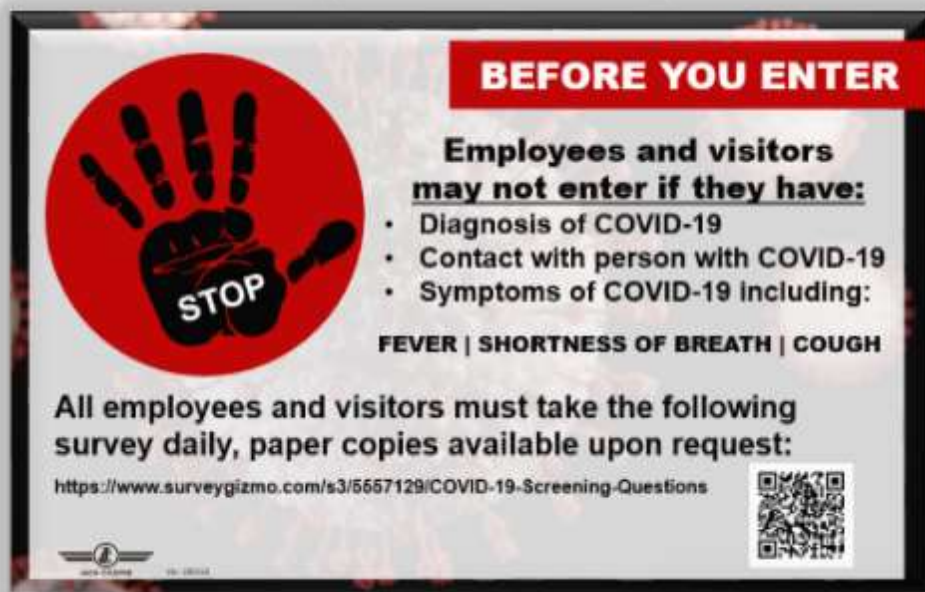
Leadership training presentation:

- We are providing pertinent information to help prepare our leaders to answer the questions and concerns of our employees on key topics related to our COVID19 Risk Mitigation Process
- This document is for all leaders to be used as a reference tool to prepare and provide talking points regarding what we are doing for the safety & health of everyone who enters our facilities
- It should also be utilized on an ongoing basis to help answer questions from employees regarding the controls that have been put in place and why they have been put in place



[Leader Training Materials](#)

Case Management: Managing Symptoms



[Entry Survey](#)

Consistent with CDC Guidelines, Employees with Symptoms of COVID19 (Even without a Positive COVID19 Test) should:

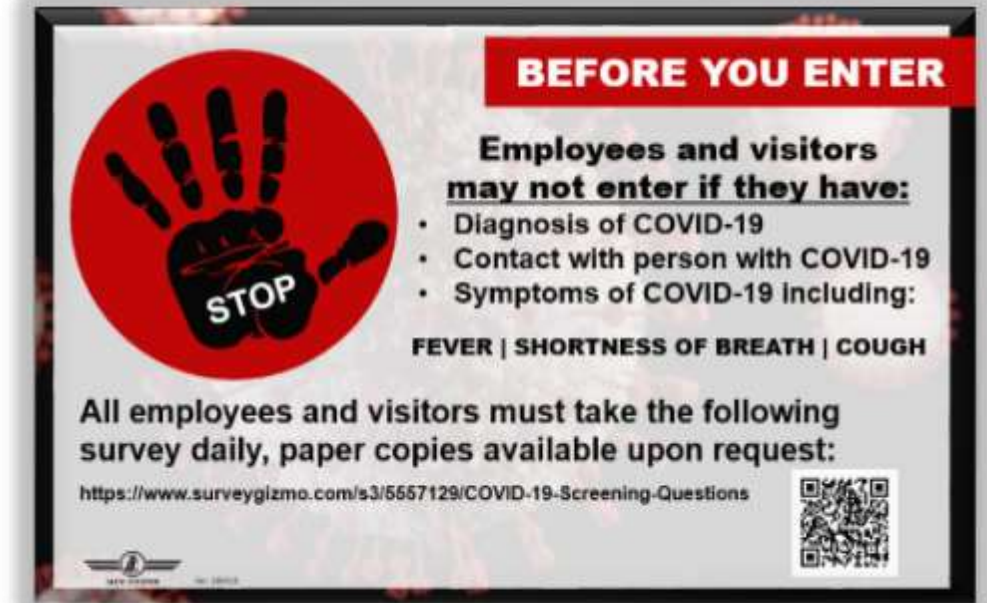
- Leave work immediately if working from Jack Cooper terminal or office
- Stay home from work until:
 - They are fever-free for at least **3 days** without use of fever-reducing medicine; AND
 - All other symptoms have improved; AND
 - At least **7 days** have passed since symptoms first started

<https://www.surveymzmo.com/s3/5557129/COVID-19-Screening-Questions>

Case Management: Self-Quarantine and Return-to-Work Protocols

Consistent with CDC Guidelines, Employees with a confirmed COVID19 positive test result should:

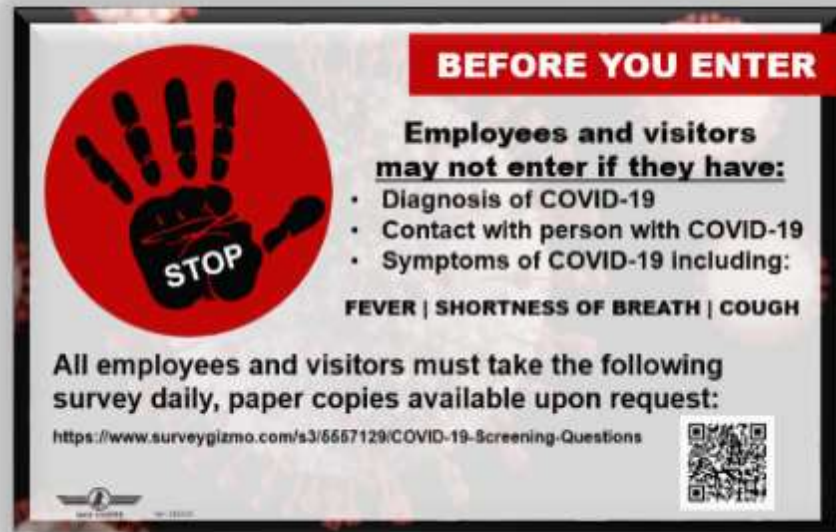
- Stay home from work until they meet the following criteria 20 days after the onset of symptoms:
 - They are fever-free without using fever reducing medicine; AND
 - All other symptoms have improved
- Employees are encouraged to receive **2 negative tests** in a row, 24 hours apart, however this is not required after the 20 day mark



Case Management: Self-Quarantine and Return-to-Work Protocols

Consistent with CDC Guidelines, employees with exposure to COVID19 should:

- Quarantine at home and not return to work until **14 days** after their last exposure
- “Exposure” means an employee has:
 - Been in contact within **6 feet, without PPE** of an individual who tested positive for COVID19
 - Had a member of their **household** test positive for COVID19
 - Traveled internationally (unless driving through Canada for deliveries) or traveled on a cruise



Case Management: Notice

Notification Protocols after testing Positive for COVID19

- An employee who tests positive for COVID19 must notify his or her supervisor by phone as soon as possible
 - Supervisors must ask the employee if he or she has had any close contact (within 6 feet, without PPE) with customers or coworkers during the prior 14 days
- The supervisor must notify HR as soon as possible
- HR and the supervisor will work together to notify any employees or customers with whom the employee had contact during their possible exposure
- Individuals who test positive will not have their names shared

[Notice of Positive Case Form](#)



Orientation

Jack Cooper has created a website for employees addressing issues such as:

- Procedures to promote workplace safety & health during the COVID19 pandemic
- Assistance for employees filing unemployment insurance
- 401(k) distribution and loans under the CARES Act
- Healthcare coverage
- Stay at Home Orders

www.jackcoopernews.com



Orientation



Employees were sent a postcard to their homes with the Internet address for Jack Cooper's news website



Safety & Health Messages

We will provide frequent communication to employees and visitors to keep them informed on what needs to be done and why, using several of the following methods:

- Daily safety & health messages to all employees, including but not limited to:
 - In person at start of shift
 - Via telephone
 - Marlin monitors in terminals and mobile devices
- Customized banners and posters to communicate and reinforce safety & health messages at each location, including specific COVID19 messages
- Mandatory monthly meetings with safety & health as lead topics





Safety & Health Messages



Additional methods:

- Safety Committee meetings are held once a month, led by team of non-management and management employees
- Worksite analysis, including, but not limited to:
 - Regular behavioral observations of all employees
 - Immediate corrective actions when infractions are observed
 - Root cause investigations
 - Remediation plans
 - Regional safety & health evaluations
 - Local loss prevention audits
 - Monthly performance reviews
- Cooperation and participation by all employees
- Fostering effective communication with fellow employees regarding safety & health issues
- Regular review of Jack Cooper policies and procedures incorporating feedback from our employees and Safety Committees

Signage

Jack Cooper has prepared over 40 signs with information and instructions related to COVID19

- Select posters will be printed and displayed
- Employees provided with a “COVID19 Digital Manual” with content specific to their role
- Laminated copies of select materials will be printed and provided to employees

Posters



3

Site Entry Process

Site Entry Process



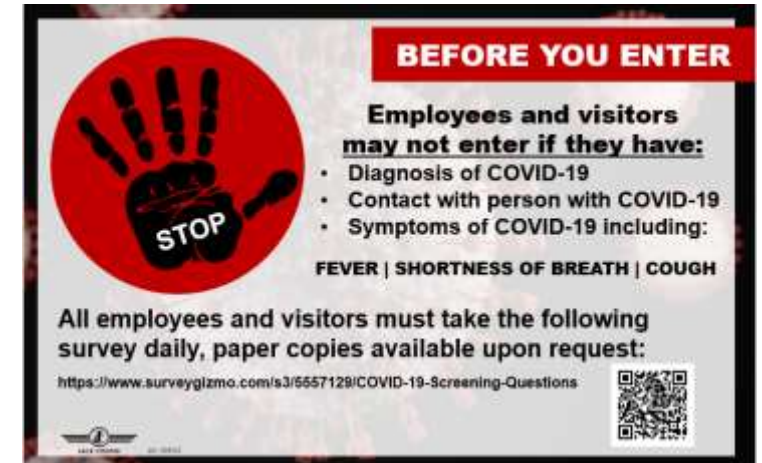
People Flow	3A
Temperature Screening	3B
Truck Driver Protocol	3C

People Flow

A COVID19 self-declaration questionnaire will be posted at all site entrances:

- Have you traveled internationally or been on a cruise in the last 14 days?
- Have you had contact with a diagnosed COVID19 patient in the last 14 days?
- Do you currently have fever, chills, cough, difficulty breathing, headache, sore throat, muscle/joint aches, diarrhea, abdominal cramps or nausea, conjunctivitis (pink eye), loss of taste or smell?

If an employee or visitor answers “YES” to any of the above questions, they will not be permitted to enter the site.



Temperature Screening



Temperatures will be taken using a touchless thermometer prior to the start of each shift, or prior to a visitor entering Jack Cooper property

- Employee taking temperature will wear PPE to include gloves and eyewear
- Access to property will not be granted to anyone with a temperature equal to or greater than 100.4F
- Employees will not be permitted to return to work until they have been fever free for three days without fever-reducing medicine

[Temperature Screening Process](#)

Truck Driver Protocols

- A regular cleaning schedule will be maintained and tracked for areas including entry/exit doors, waiting area tables, and other designated areas
- Employees should always try to maintain a six-foot (two meters) physical distance
- Sites will determine a process for paperwork between personnel
- Signage will be posted at security and entry doors and driver waiting areas, as necessary

[Truck Driver Protocols](#)



4

Sanitization

Touchpoint Sanitization and Cleaning	4A
Sanitization Stations	4B
Handwashing	4C
All Drivers – Truck Cleaning Procedures	4D

Touchpoint Sanitization and Cleaning



All non-porous surfaces to be disinfected regularly throughout day

- Once per day by professional cleaning crew at each location
- Multiple times during the day by employees
- Each location to follow site plans
- Each location supplied with 32oz bottles of Spray Nine, listed by EPA as effective against Coronavirus
- Each location supplied with 90% alcohol solution

Equipment Sanitizing Procedures



Touchpoint Sanitization and Cleaning



Special cleaning for tablets, eyewear, and other sensitive surfaces

- Terminals supplied with 55 gallon barrel containing 90% alcohol solution
- Employees each given waterproof bag with microfiber towel inside, terminals instructed to add 1/4 cup alcohol solution inside bag to soak on towel
- Employee to use towel soaked in alcohol solution to disinfect surfaces, including tablets, door handles, and eyewear
- Employee provided second microfiber towel to dry excess alcohol from surfaces

[Guidance for Cleaning Electronics](#)

Touchpoint Sanitization and Cleaning



Each terminal asked to plan for all commonly touched surfaces to mitigate spread of virus, specifically:

- Location(s) of surface
- Designated person responsible for keeping surface sanitized
- Supplies needed to sanitize surface
- Outline of plan for keeping surface sanitized

Surfaces Covered in Site Plan: door handles, keys, locks, thermostats, light switches, vending machines, microwaves, refrigerators, tables, shared computers, fax machines, copy machines, phones, office supplies, pens, mailboxes, incoming mail, restrooms, sinks, cleaning supplies, shop tools, other

Sanitization Procedures

DETAILS, SUPPLIES, AND PROCEDURES

SURFACE SANITIZATION

VENDING MACHINES

Location(s): Driver Breakroom, Shop

Designated Person(s) Responsible:

Yard - Kevin Tumbleson

Dispatch - Sherry Eddy

Supplies Needed: Signs for machines, pre-packaged snacks and gloves to pass out to employees

Plan:

Hang sign on machine saying 'do not use', pass out pre-packaged free masks daily using gloves and mask, encourage employees to bring food from home, contact supplier to let them know we are temporarily suspending use and will not need restocking.

MICROWAVES

Location(s): Driver Breakroom, Shop, Yard, Office

Designated Person(s) Responsible:

1st shop - Jason; 1st yard - Kevin

2nd shop - Steve/Cody; 2nd yard - Gary

3rd shop - Scooter; 3rd yard - Arturo

Office - Regina

Supplies Needed: Wipes, disinfectant spray, signs on microwave

Plan:

Wipe down microwave every hour. Hang signs asking employees to wipe down after each use. Cintas will do a spray and wipe every Thursday.

REFRIGERATOR

Location(s): Office Breakroom, Shop

Designated Person(s) Responsible:

Sanitization Stations



Each employee will be provided a "Welcome Back Jack" cooler containing preparedness supplies. Additionally, Sanitization Stations will be setup at identified locations where employees can find additional disinfecting supplies. Contact information will be provided if supplies are low.

Hand Sanitizer Dispensers

Possible locations include:

- Entry points
- Department centers
- Key office areas
- Cafeteria/break rooms
- Kitchens and Vending areas
- Conference rooms

Microfiber Towels/ Wipes

Possible locations include:

- Entry Points
- Team Rooms
- Grab-N-Go/Vending areas with tables
- Office Areas and Workstations

"Welcome Back Jack" Coolers

Each employee will receive:

- Individual Cooler
- Microfiber towels and baggies
- Lense cleaner and glass cleaning towel
- Travel hand sanitizer
- Reusable PPE
- COVID19 Info Booklet

Handwashing

Effective Handwashing in 5 Easy Steps

- **Wet** your hands and apply soap
- **Lather** your hands with the soap
- **Scrub** your hands for at least 20 seconds
- **Rinse** your hands well
- **Dry** your hands using a clean towel or air dryer

During the COVID19 pandemic, you should also clean hands:

After you have been in a public place and touched an item or surface that may be frequently touched by other people
Before touching your eyes, nose, or mouth because that's how germs enter our bodies



Use Hand Sanitizer When You Can't Use Soap and Water



All Drivers - Truck Cleaning Procedures



Before entering any new truck, wipe down all surfaces inside vehicle – especially slip seat trucks, or trucks that are not your bid truck. If you are unfamiliar with who may have been in the truck prior to using it, wipe down all surfaces inside truck with alcohol wipes before every shift. Anyone who uses a slip seat truck should wipe down his truck before every shift. This process will only take a few minutes.

Surface Areas to Include:

- ☐ Steering Wheel
- ☐ Shifter Knob or Shift Controller
- ☐ Inside Door Handles
- ☐ Outside Door Handles
- ☐ Radio, Dash, Inside Door Panel

If cleaning supplies are not available, contact terminal management.

All Drivers - Truck Cleaning Procedures



Before entering any new truck, wipe down all surfaces inside vehicle – especially slip seat trucks, or trucks that are not your bid truck. If you are unfamiliar with who may have been in the truck prior to using it, wipe down all surfaces inside truck with alcohol wipes before every shift. Anyone who uses a slip seat truck should wipe down his truck before every shift. This process will only take a few minutes.

5

Social Distancing

Social Distancing



Focus Areas and Best Practices	5A
Doors Open Strategy and Ventilation	5B

Practice of Social Distancing

- All locations of Jack Cooper (terminals and offices) have developed a site plan that addresses protocol to minimize close contact (within 6 feet) among employees
- Jack Cooper will use the CDC's definition of "social distancing," which is "keeping space between yourself and other people outside of your home"
- Examples of procedural changes to implement social distancing include:
 - Changing dispatch procedures
 - Spacing out employees in yard vans
 - Allowing employees to work from home where possible



Social Distancing: Focus Areas and Best Practices



Each terminal asked to plan for social distancing in all areas where employees may congregate, specifically:

- Designated person responsible for keeping area sanitized and ensuring social distancing protocols followed
- Supplies needed to clean area
- Outline of plan for keeping employees at safe distance from one another

YARD VANS
Person Responsible for Cleaning: Yard Supervisors
Supplies Needed: Disinfectant spray, gloves, mask, hand sanitizer
Other Needs: Cleaning sign-off sheet
Plan Details:
Disinfect/wipe throughout day and a thorough wipe down at the end of each shift. Cleaning signs will be posted in each van and employees will be required to wipe down surfaces.
YARD OFFICE
Person Responsible for Cleaning: Yard Supervisors
Supplies Needed: Disinfectant spray, gloves, mask, hand sanitizer
Other Needs: Cleaning sign-off sheet
Plan Details:
Each supervisor will Disinfect/wipe every hour depending on traffic and a thorough wipe down at the end of each shift. Cintas will do a spray and wipe every Thursday.

Areas Covered in Social Distancing Plan: dispatch room, driver break room, driver restrooms, mechanic break room, shop storage, shop restrooms, yard break room, yard restrooms, yard vans, utility closet, office break room, office kitchen, office entry foyer, office supply room, office restrooms, employee offices, other

Each terminal asked to list any procedural changes put in place to protect employees including:

- Dispatch procedures
- Shopping trucks
- Loading vans
- Backhaul pick-ups
- Refilling water bottle
- Meals and breaks
- Issuing discipline, filing grievances
- Cleaning
- Communication with employees
- Safety meetings
- Vehicle deliveries

PROCEDURES FOR PROTECTING EMPLOYEES

BACKHAUL PICK UPS

Call dispatch. Backhaul driver will only come in to sign in and go back to truck and wait for call.

SHOPPING TRUCKS

Drivers will go through safety lane wearing mask and gloves. This will be where they will shop trucks and turn in DVIR to shop supervisor.

LOADING VANS


Yard vans will be limited to 5 employees who will sit apart from each other. All will have to wear mask and gloves to ride in van.

DISPATCH

Everyone at least 6 ft. apart at all times, no hanging out in breakroom, driver restroom post sign one person at a time, continue to follow phone dispatch for all drivers. They will come in in to sign in then go back out to truck and wait for call.

Social Distancing: Daily Self-Screening






BEFORE YOU ENTER


**Employees and visitors
may not enter if they have:**

- Diagnosis of COVID-19
- Contact with person with COVID-19
- Symptoms of COVID-19 including:
FEVER | SHORTNESS OF BREATH | COUGH

**All employees and visitors must take the following
survey daily, paper copies available upon request:**

<https://www.surveymoz.com/s/5557129/COVID-19-Screening-Questions>



 Ver. 200415



All employees and visitors will be required to complete a survey and have their temperature checked with a digital thermometer prior to entering Jack Cooper's property

Doors Open Strategy

- Each site has identified doors to remain open. Propping doors open can increase airflow and eliminate touchpoints in high traffic areas. In some cases, signage may be used to clarify which doors must remain closed (e.g. fire doors, restrooms, etc.)
- In areas where ventilation is localized (team rooms, offices, trailers, etc.), consider keeping doors open to circulate airflow.

Fans and Ventilation

- Assess opportunities to mitigate the spread of infectious diseases by using fresh air or open rooms for ventilation, as opposed to cooling fans with high-speed airflow



6

Critical Supply Management

Inventory Management Process	6A
Face masks	6B
Temperature screening devices	6C
Gloves	6D
Sanitizer	6E
Cleaning materials	6F

Inventory Management Process

Jack Cooper will provide CDC-recommended, preventative materials and reusable Personal Protective Equipment to all employees in anticipation of nationwide supply shortages on disposable PPE. This will include confirming the following:

- The operation has an adequate supply of soap, disinfectant, hand sanitizer, paper towels and tissues
- The stock of face masks, gloves, and glasses on site are on order with lead time
- Temperature Screening Devices are on site for employees

Terminal COVID Supplies Inventory Template				Notes: Fill out the BULK CASH (ON HAND) and make comments to the command team accordingly. Note the Unit when filling out all. You may add on the "N" array above the columns to show more detail. Click the "I" box to collapse, "Z" box to show all. This is an unlinked shared sheet. Please.																															
Legend: Good Caution Poor																																			
Terminal Name	Reg.	Overall Comments	Driver Count	Disinfectant Supply & Common Area Supplies																Driver and Agent Supplies															
				Disinfectant Spray				Gloves				Hand Sanitizer				Goggles				Masks				Respirator / Face Cover				Masks				Safety Equipment			
				Min. Stk.	On Hand	Min. Stk.	On Hand	Min. Stk.	On Hand	Min. Stk.	On Hand	Min. Stk.	On Hand	Min. Stk.	On Hand	Min. Stk.	On Hand	Min. Stk.	On Hand	Min. Stk.	On Hand	Min. Stk.	On Hand	Min. Stk.	On Hand	Min. Stk.	On Hand	Min. Stk.	On Hand						
Atlanta			98	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0								
Baltimore			76	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0								
Charlotte			18	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0								
Cincinnati			9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0								
Columbus			51	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0								
Dayton			17	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0								
Denver			10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0								
Detroit			2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0								
Fort Worth			10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0								
Houston			3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0								
Indianapolis			3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0								
Los Angeles			10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0								
Memphis			3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0								
Minneapolis			3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0								
Miami			1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0								
Mobile			10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0								
New York			3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0								
Oakland			11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0								
Orlando			11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0								
Phoenix			11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0								
Pittsburgh			11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0								
Portland			11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0								
Raleigh			11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0								
San Antonio			11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0								
San Diego			11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0								
Seattle			11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0								
St. Louis			11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0								
Tampa			11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0								
Tucson			11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0								
Wash. DC			11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0								
Wichita			11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0								
Yonkers			11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0								

[Inventory Management Tool](#)

Face Masks



Non-medical grade, disposable masks ordered at all locations, supplies limited and may not be available to restock

If employees are not around other people, masks can be removed in certain job functions.



Disposable N95 masks available in limited quantities, only for select employees where necessary



All employees provided at least one 33" orange, branded bandana that can be used where disposable masks not available and can be washed for reuse



All employees provided at least one orange, branded "Fandana" neck warmer that can be used where disposable masks not available and can be washed for reuse

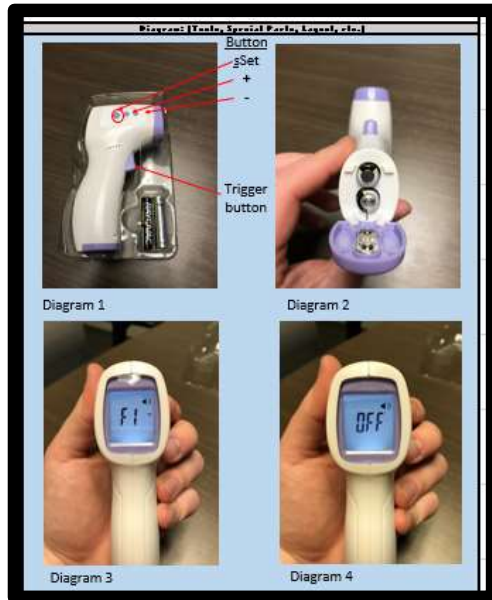
Masks Protocols

Temperature Screening Devices

Temperature Screening Protocols

- Thermometer must be sanitized between each use
- Employees appointed to take temperatures must wear PPE including gloves and protective eyewear
- Health information will not be stored
- Back-Up equipment and batteries must be stored onsite

Temperature Screening Process



Gloves

Gloves Protocols



Supply of nitrile disposable gloves ordered at all locations, supplies limited and may not be available to restock



Jack Cooper has not purchased disposable latex gloves, but will allow employees to bring from home if preferred over nitrile gloves



Jack Cooper has not purchased disposable vinyl gloves, but will allow select employees to bring from home where safe with respect to employee's specific job duties



All field employees will be provided one pair of reusable polyurethane coated work gloves, can be disinfected with alcohol solution or washed


Employees are only required to wear gloves while cleaning or sanitizing equipment.

Use Hand Sanitizer When You Can't Use Soap and Water

- You can use an alcohol-based hand sanitizer that contains at least 60% alcohol if soap and water are not available.
- Apply the gel product to the palm of one hand (read the label to learn the correct amount).
- Rub your hands together.
- Rub the gel over all the surfaces of your hands and fingers until your hands are dry. This should take around 20 seconds.

Effective Handwashing in 5 Easy Steps

- **Wet** your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
- **Lather** your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.
- **Scrub** your hands for at least 20 seconds. Need a timer? Hum the "Happy Birthday" song from beginning to end twice.
- **Rinse** your hands well under clean, running water.
- **Dry** your hands using a clean towel or air dry them.



Handwashing

During the COVID-19 pandemic, you should also clean hands:

- After you have been in a public place and touched an item or surface that may be frequently touched by other people
- Before touching your eyes, nose, or mouth because that's how germs enter our bodies.

Use Hand Sanitizer When You Can't Use Soap and Water

- You can use an alcohol-based hand sanitizer that contains at least 60% alcohol if soap and water are not available.
- Apply the gel product to the palm of one hand (read the label to learn the correct amount).
 - Rub your hands together.
- Rub the gel over all the surfaces of your hands and fingers until your hands are dry. This should take around 20 seconds.

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Cleaning Materials

General Cleaning Supplies (Professional Service)

- Use current resources but in larger quantities
- Consider impact of increased cleaning schedules

Gloves (For Additional Cleaning)

- Consider cleaning products that don't require gloves
- Consider the option of reusable gloves (but must have process to clean and store)



Additional Cleaning Supplies

- Disinfectant spray/wipes
- Additional spray bottles
- Extra hand soap
- Paper towels
- Safety glasses
- Appropriate disposal containers



Virtual Terminals/eDispatch

Virtual Terminals and eDispatch



Implementation of eDispatch as method of social distancing

- Initial phase of a larger Virtual Terminal Product Roadmap
- Mobile/web based application that eliminates manual board creation and load selection
- Supports 100% remote dispatch for both drivers and terminal admins
- Development began in November of 2019
- Pilot sites were launched in February 2020
- Expect to have all locations configured and trained on eDispatch by June 1
- Permitted under initial COVID19 response plan with IBT
 - Extension to be part of more comprehensive Return to Work Agreement with IBT

Enhanced Driver Experience



Enhanced Admin Experience



8

Execution

“Vision without execution is hallucination.”

Thomas Edison

We will focus on creating good habits, including through coaching and reinforcing best practices and establishing a cadence of accountability.

- Emphasize the impact these behaviors have on the greater organization
- Empower the leaders to educate their people on the safety & health guidelines
- Maintain a free open flow of communication for ideas and concerns
- Encourage visible leadership presence to emphasize importance of initiatives
- Verify and measure effectiveness of COVID19 Risk Mitigation Process as part of the Comprehensive Safety & Health Process

Focused safety & health observations will be conducted frequently in all facilities. As part of an enhancement of our Comprehensive Safety & Health Process, we will incorporate COVID19 Project Zero observations.

JCT-C19 Health Review

HEALTH REVIEW				
Terminal/Department:		Date:		Observer:
Specific Location:		Time:		Headcount:
Adherence to Policies & Procedures		Yes	No	N/A COMMENTS
P1	Are entry procedures being followed?			
P2	All employees following physical distancing guidelines?			
P3	All employees following PPE guidelines (masks, gloves, eyewear)?			
P4	Are cleaning supplies adequately stocked?			
P5	Reviewed cleaning contract - schedule and common contact areas?			
P6	Other P&P items			
Knowledge of Policies & Procedures		Yes	No	N/A COMMENTS
K1	Understands entry procedures and guidelines for reporting symptoms?			
K2	Knows physical distancing principles and why they are important?			
K3	Familiar with basic hygiene recommendations per the CDC?			
K4	Employee has, or knows how to get, appropriate PPE?			
K5	Employee has, or knows how to get, appropriate cleaning supplies?			
K6	Is communication effective regarding personal health?			
K7	Other P&P items			
M Corrective Action(s)		Due Date		Champion(s)

[Site Readiness Checklist](#)

[Terminal Preparedness Plan](#)

[Office Preparedness Plan](#)

[Leader Training Materials](#)

[Entry Survey](#)

[Notice of Positive Case Form](#)

[Posters](#)

[Temperature Screening Process](#)

[Truck Driver Protocols](#)

[Equipment Sanitizing Procedures](#)

[Sanitization Procedures](#)

[Inventory Management Tool](#)

[Masks Protocols](#)

[Gloves Protocols](#)

[JCT-C19 Health Review](#)



EXCELLENCE

We encourage and expect outstanding mastery of skills and superior execution.

INTEGRITY

We always try to do the right thing. We are honest and straightforward with each other.

INNOVATION & IMAGINATION

We challenge convention and reinvent the way we do business to meet the demands of a changing marketplace.

RESPONSIBILITY

We care about and work to make positive contributions to others, our community, and the world around us.

SAFETY & HEALTH

It's our duty to maintain a healthy and safe work environment for everyone.

LONGEVITY

We lead and manage for the long-term well-being of our company and our employees.

Thank You