



Post Office Box 931
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March 13, 2020

To: Valued Kane Customer
Re: COVID-19 (coronavirus)

Kane Logistics takes the health and safety of our associates and the successful management of your operations very seriously.

As such, we have been closely monitoring the ongoing COVID-19 situation and wanted to provide an update on our actions.

Our activity involves:

- **Organizing** an executive-led COVID-19 (coronavirus) task force.
 - Our executive leadership team (ELT) has been monitoring the coronavirus situation since January. In response to the changes we saw, last month we formed a COVID-19 (coronavirus) task force of internal cross-functional resources that are providing daily status updates.
 - Our task force monitors federal, state, and local health department and agency updates for all locations we operate in. Daily status updates are communicated internally.
 - Kane has an implemented pandemic plan that we are following and maintaining. As part of our commitment to the safety and well-being our Kane family of associates and customers, we engage appropriate external resources for evaluation and assistance related to our preparedness planning and execution.
- **Overcommunicating** universal precautions and what we know about COVID-19.
 - We have shared information from the CDC and state/ local health departments and posted this information in highly trafficked, visible areas for all associates.
 - This information is also being shared during our daily “stand-up” meetings on site, on our e-boards in our operations, emails to associates, and via Omni Tracs to our drivers.
- **Communicating** the action plans we are taking to reduce risks and provide a safe workplace.
 - In each of our operations, at every daily safety meeting, our teams are reinforcing hygiene best practices which help prevent respiratory illness.
 - All associate COVID-19 communications – emails, conference calls, etc – also communicate preventative measures.
- **Providing supplies to reduce risks** within our operations and for all our associates.
 - We have expanded the availability of hand sanitizer throughout our operations and have increased the frequency of our cleanliness practices for high touch areas: time clocks, equipment, scanners, bathrooms, breakrooms, driver lounges, etc.
 - We have equipped our drivers with a hygiene bag of supplies after deliveries and are having individual conversations about best practices to avoid illness.
- **Reinforcing the benefits** associates have access to today (healthcare, EAP, tele-a-doc) via email, e-board and stand-up meeting talking points.

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- Issuing a modification for the month through March 2020 - Absences for associates and/or their dependent's illnesses through March 31, 2020 will not be counted against associates' attendance records. Also, associates will temporarily have the option to refrain from using accrued time to cover these absences.
- **Eliminating unnecessary risk of exposure**
 - Kane has restricted travel to operations-critical and customer-critical travel only. All critical travel requires C-level approval. We have cancelled our attendance at conferences and group events.
 - Being direct with our associates: Stay home if you feel unwell. If you have fever, cough and difficulty breathing, seek medical care early. Alert your medical professional of your symptoms before seeking treatment so they can adequately prepare for your arrival.
- **Focusing on maintaining operational continuity**
 - We have proactively reached out to every agency that works with us to provide staffing within our operations to be sure they are practicing similar preventive measures with our temporary population.
 - We have communicated with each provider the importance of following recommended protocol when associates are sick and encouraged them to develop non-punitive leave policies. They know that Kane is serious about maintaining a safe and healthy work environment.
 - We continue to engage in daily dialogue with these providers and are informed of the steps and actions they are taking.
- **Continuing open dialogue with you, our valued customers**, to determine how the COVID-19 (coronavirus) is impacting your business, determine how Kane can assist, and keep you informed of the steps we are taking to safeguard our existing operations. We strongly believe that open dialogue is one of the most important ways to safeguard your business and your operations.

For 90 years we have been committed to the tenets of the KANE Code: keep safety first, sweat the details, honor our word, avoid surprises, and treat customers and associates like family. We are committed to being a good partner, continuing to monitor the situation, and to keep the lines of communication open for additional updates.

Be safe,

A handwritten signature in black ink, appearing to read "Mike Gardner".

Mike Gardner
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