



3/20/20

RE: Customer and Business Partner update COVID 19

Dear Valued Customers and Business Partners,

In an effort to continually keep everyone updated on the status of our day to day operations, we will release new memos as the situation develops and new information becomes available. Best Overnite service centers in CA and WA remain fully operational with the services of pickup and delivery being offered unrestricted. Transportation and Logistics entities are deemed essential and not currently subject to any state or federal “Shelter in Place”, “Safer at Home”, or “Stay at Home” orders in place at this time.

We are taking steps in the workplace and in the field to ensure the safety of our employees and the general public in accordance with CDC guidelines and the practices of general common sense. All service centers have been instructed to handle all shipments as appointment required to the best of their ability. Our policy of charging re-delivery has been waived for the time being on any shipments requiring it as a result of consignees closed due to the virus quarantine efforts or state/federal mandate. We are in this together. This unfortunate situation gives us all the opportunity to appreciate our blessings and to help those in need where we are able to.

This too will pass.

Ever faithful,

The Best Overnite Family