



July 10, 2020

The independent contractors we do business with have played a key role throughout the pandemic in helping to transport essential equipment and supplies that have saved lives. We salute them for choosing to engage their businesses in this vital work.

The vast majority of those ICs have been tremendously supportive. But we think it's important to address some inaccuracies that have recently been raised by a small number of their peers.

The ICs we partner with, like all businesses who contract for work with us, are responsible for equipping themselves with the PPE needed to perform their services. As an added precaution aimed at keeping them and our employees safe, we do provide PPE (including masks, gloves and hand sanitizer) free of charge to the ICs and their drivers upon request. Face masks are always required for contractors, their drivers, and XPO employees in the dispatch room and other indoor areas in the terminal, and signage has been posted accordingly.

Rigorous temperature monitoring, social distancing and sanitization protocols are firmly in place for all people who visit the terminal. We have limited physical engagement to only what is essential, aided by a new virtual dispatch and communication system using tablets offered to ICs by XPO.

On the issue of rate reductions, XPO regularly reviews payment rates and incentives offered to outside businesses for the available loads and adjusts them to align with current market conditions. In addition, specific incentives offered for particular loads are dependent on load volumes, locations and market conditions. The most recent change was offered to the ICs for a review period prior to taking effect in May, and the rate review process for fourth quarter is under way.

We admire the entrepreneurial spirit embodied by ICs, and we value the contribution they and their drivers have made in keeping essential goods moving. Our partnership with their businesses, and the way it has thrived despite the challenges of the times, is a success story we'll be proud to tell long after the pandemic is over.

**XPO Logistics, Inc.**

Intermodal and Drayage

5165 Emerald Parkway  
Dublin, OH 43016 USA