

# COVID-19 Management

While the business impact of the COVID-19 pandemic moderated in 2021, there was an ongoing emotional and physical toll on employees, particularly during the Delta and Omicron variant surges. Throughout the year, we maintained our diligence in promoting employee safety, while also meeting the ongoing demands for transportation and logistics services around the world. We demonstrated our capacity to adapt to fast-changing circumstances – ranging from distributing vaccines and treatments to adhering to community requirements for isolating, quarantining, face coverings and social distancing – all while maintaining the continuity of vital services to our customers. We're incredibly proud of the work performed by our employees, who embraced their responsibility to stay safe, care for one another and keep vital supply chains running.

## Employees First

As the pandemic evolved, we tracked government recommendations and industry best practices and gathered employee and customer feedback to guide key responses:

- **Daily health affirmation.** Before coming to work or entering an XPO workplace, employees are required to affirm statements regarding their health and exposure to COVID-19.
- **Social distancing.** We follow guidance from the CDC and WHO regarding physical distance at all XPO sites.
- **Personal protective equipment.** We provide PPE and sanitization supplies to employees and guests.
- **No contact deliveries.** We continue to offer no-contact deliveries for customers.
- **Hybrid work.** Employees whose job did not necessitate daily on-site work continued a hybrid work schedule of working from the office and from home.

- **Visitor restrictions.** Visitors are limited from accessing our offices and field locations. When a visit is necessary, visitors are required to affirm statements regarding their health and exposure to COVID-19.

Recognizing pandemic-related challenges facing employees and their families, we invested heavily in employee benefits and programs to mitigate financial and other hardships. We did not reduce salaries or wages – in fact, we provided annual merit increases to all hourly employees – nor did we freeze or reduce contributions to benefit programs, such as our 401(k) retirement savings program. Instead, we offered additional benefits and programs to assist employees during a challenging time:

- **Pandemic Paid Sick Leave.** In addition to employees' standard annual bank of paid time off hours, we offered eligible employees in the US additional paid sick leave.
- **Free COVID-19 testing and vaccination.** In the US, XPO covers the cost of COVID-19 testing and vaccines and provides access to free tele-medicine through a 24/7 nurse hotline.
- **Online portal for working parents.** Through our benefit partners, we offer childcare resources, learning materials and online classes, such as free courses for children pre-K through high school.
- **Employee assistance program.** We offer five free emotional counseling sessions per life event to all US employees and their dependents, regardless of whether they're covered by an XPO health plan.

