



To our valued customers:

As many of you, we at DTH Expeditors, Inc have spent the past few weeks learning and researching the corona virus (COVID-19) and how it's impacting our world and the logistics supply chain. DTH's understanding of this virus and how it affects our customers, employees, drivers, partners, vendors and community has led us to making the necessary changes within our organization to better serve those who depend on us.

DTH continues to have the same goals as a company - to provide a safe, reliable and cost-effective means of expedited transportation, both air and ground. With that in mind, we have adopted several measures to ensure the safety of our staff, drivers and customers.

DTH is following the Center for Disease Control's (CDC) guidelines and recommendations on steps to help prevent the spread of the virus. We have and will continue to share these guidelines with our staff and drivers. We have emphasized the importance of proper hand washing and protocol for employees to remain at home if they have cold or flu like symptoms, and to mark drivers "out of service" if they also have cold or flu like symptoms or have traveled to areas exposed to the virus. All staff will be on monitored travel.

DTH has initiated a sanitization schedule for all vehicles in our fleet to be monitored by our Safety and Compliance Manager. We have also engaged in conversation with infection prevention specialists and now have a passive sanitizing cleaning spray being used in all vehicles within the DTH fleet. We are also purchasing sanitizing/air purifying stat devices for our vehicles. These units will purify the air within the cab and cargo area of the vehicle. We will also make available warehouse space for any shipments in transit that may be undeliverable at this time at no cost to our customer. These will be the new standard operating procedures at DTH Expeditors, Inc., moving forward.

As we proceed with caution, DTH also continues to serve our customers 24/7/365 and expect to continue to operate at full capacity. We are on a heightened sense of awareness and precaution while being open and available.

DTH will continue to monitor the situation and adjust as needed to protect the safety and wellbeing of our staff, drivers and customers. If you have any questions or concerns, contact us at 800-393-8403.

Thank you.

Michael E. Winslett  
President & CEO  
DTH Expeditors, Inc.



DTH Expeditors, Inc.  
Virtual Pickup & Delivery  
COVID-19

The health and well-being of all those involved in the supply chain is of the utmost importance to DTH Expeditors, Inc., our drivers, partners, vendors and customers.

With the adaptation of virtual pickup and delivery methodology, we hope to do our part in curbing the outbreak of COVID-19.

Virtual pickup and delivery will be a standard operating procedure while we are in this pandemic. Appropriate social behavior and allowing for “personal space” in addition to the use of personal protective equipment and infection control guidelines will be an ongoing practice for DTH Expeditors, Inc. during and after COVID-19.

Please call our National Control Center in Atlanta, GA if we can be of further assistance.

800-393-8403 or [dispatch@dthx.net](mailto:dispatch@dthx.net)



## DTH Expeditors, Inc. Virtual Pickup & Delivery COVID-19

**DTH** customer service will contact the shipper or consignee by phone or electronic documentation to inquire and confirm if there are infection control protocols in place that drivers or representatives should be aware of and noted.

**DTH** drivers and representatives can assist in the removal of any packaging products if needed.



**DTH** has established procedures to execute a safe pickup or delivery. All drivers will wear gloves and mask at the point of pickup or delivery.

**DTH** drivers and representatives will continue to follow CDC guidelines for personal sanitization.

**DTH** company vehicles will have a passive air purifier in use in all vehicles. DTH will begin to install an active purifying static unit in all vehicles to purify air in-cab and cargo area.



**DTH** drivers and representatives will keep a socially approved distance and behavior while checking identity of shipper or consignee at pickup or delivery.

**DTH** drivers and representatives will follow visual or verbal communication as to directions from the shipper or consignee for safe exchange of pickup or delivery.



**DTH** customer service will provide documentation for pickup to shipper prior to arrival of driver. If the shipper has their own documentation (BOL), driver will execute a safe exchange of documents.



**DTH** drivers and representatives will have no physical contact at pickup or delivery points. Drivers and representatives will confirm proof of delivery from a safe and socially accepted distance.



**DTH** has implemented chain of custody protocol along with locked and sealed cargo areas on all exclusive vehicles.

