



HELPING THE WORLD KEEP PROMISES.®

March 18, 2020

Providing our customers with safe and uninterrupted service due to the unprecedented public health crisis surrounding COVID-19 is a key priority of everyone at Old Dominion Freight Line. We recognize and are thankful for the vital role we play in linking together the supply chain and delivery services for many of our customers that are manufacturing and distributing critically-needed items.

We want you all to know that we are concentrating on the health and safety of our employees, customers, and others with whom we interact while conducting our operations. We are following applicable guidance issued by national and state officials as well as public health experts such as the U.S. Centers for Disease Control and Prevention (CDC) and the World Health Organization (WHO). We are also reinforcing the need to clean and disinfect regularly, as well as the importance of frequent hand-washing and other recommended hygiene practices.

We understand that shippers like yourself are concerned about the ability to get their products to market. With 237 service centers strategically located throughout the United States, we remain well-positioned to help ensure that your freight gets delivered. We are working around the clock so that we can respond appropriately and effectively to this ever-evolving situation.

To help ensure minimal disruptions for you, we recommend that you contact your consignee to make sure that they will be there to accept delivery of your goods. This will help ensure that vital equipment, such as trailers, will continue to be available for service to business locations that remain open during this challenging time. It will also prevent incurring additional expense if delivery cannot be made to a location that is closed.

We are continuing to track the COVID-19 situation closely. Please contact your local Old Dominion representative with any questions that you have.

We value your partnership and wish that you all remain healthy and safe during this challenging time.

Sincerely,

A handwritten signature in black ink that reads "Greg Gantt". The signature is written in a cursive, flowing style.

Greg C. Gantt
President and Chief Executive Officer