

COVID-19 UPDATE

March 27, 2020



SUNLAND
LOGISTICS SOLUTIONS

CUSTOMER COMMUNICATION

Dear Sunland Customers,

This week our management team members have been focused on increasing safety measures to protect our associates and finalizing individual COVID-19 Playbooks for each site to ensure we are able to support our customers' current needs (whether it be increased volume or a temporary shut down). Below is a high level update on the actions we took this past week from both a safety and business continuity standpoint:

Safety & Business Continuity Action Highlights

Safety

- Necessary PPE & sanitation supplies and procedures have been procured and are being distributed.
- Associates are required to take their temperatures prior to coming to work. No contact infra-red thermometers are in transit to all sites and temperatures will be administered before entering the site.
- Nurses (available as a result of school closures) are being interviewed to serve at a number of our largest sites to ensure our associates health is prioritized and our site leaders remain focused on operations.
- Incidents continue to occur and temporary quarantines are in place for the appropriate associates. Affected customers have already been notified.

Business Continuity

- The U.S. government has earmarked 3PL services as an essential business. We continue to operate in areas under Shelter in Place. Associates are being issued Travel Authorizations from our HR department so they may go to work.
- Site Specific COVID-19 Playbooks are being finalized in coordination with our customers' input. [The COVID-19 Site Guidelines](#) document is serving as a baseline for the plans
- Flexible labor plans are being developed across our network to help balance operations and support/retain our hourly associates.
- Daily CEO calls are held with management team to discuss critical customer and associate activities
- Proactive financial measures with banking partners have been taken. Sunland is expected to be eligible to receive government relief as a business with less than 500 employees if needed.

Space Available

If you need additional storage space and would like to discuss, please contact Elijah Ray, Chief Customer Officer, Elijah@SunlandLS.com .

We appreciate your continued partnership as we navigate through this together.

Sunland's COVID-19 Action Timeline

March 1 – 7, 2020

Initial CEO Message to Team about COVID-19

Gathered best practices from other companies

Implemented a change in the current travel policy to business essential travel only

Began working with our Insurance groups and agencies on their COVID-19 Plans

Daily emails providing COVID-19 updates and information to our entire team

March 8 – 14, 2020

Established COVID-19 taskforce and weekly meetings

Started to develop customer specific Contingency plans

Published Sunland's COVID-19 Official response with FAQs released to customers & associates

Sunland COVID-19 information and supply bags to all sites

Daily Site Leadership COVID-19 Update Call

Established additional credit

Developed HR & EHS&S plans with consultants

March 15 - 21, 2020

Implemented Visitor, Truck Driver, and Vendor policy

Ordered Cleaning PPE and put an internal cleaning policy in place based on CDC guidelines

Cancelled Weekly 2 second lean meetings to adhere to no more than 10 people policy

Discussed unemployment and changed sick leave policy options with associates that have to miss work

Implemented a work from home policy and guidelines

Shared Leadership video message about COVID-19 with associates

Submitted questions to all sites to develop site level contingency plans

First incident with COVID-19

March 23 - 27, 2020

Procured and began distributing necessary PPE & supplies to all sites

Ordered thermometers to take associates' temperatures prior to entering the site.

Travel Authorization letters issued to associates working in Shelter-in-Place regions.

COVID-19 Site Guidelines provided as basis for individual site COVID-19 Playbooks.

Flexible labor plans developed.

COVID-19 related incidents continue.

More information can be accessed through our COVID-19 Info blog post on the Sunland website: <https://sunlandlogisticssolutions.com/covid-19-information-sunland/>