

# COVID-19 UPDATE

May 1, 2020



**SUNLAND**  
LOGISTICS SOLUTIONS

**CUSTOMER COMMUNICATION**

Dear Sunland Customers,

As variations in state government regulations across our network fluctuate, we continue to adjust and remain vigilant as a team to ensure everyone maintains a clean work environment and social distancing precautions are taken.

We believe that strong communication both internally within our organization and with our customers is always essential for success especially during the pandemic. Additionally, we want to ensure the communication we send you is valuable and at the appropriate frequency. With that in mind, we will begin sending these COVID-19 Updates every other week.

Below is a high level update on our actions this past week from both a safety and business continuity standpoint:

## Safety & Business Continuity Action Highlights

Safety	Business Continuity
<ul style="list-style-type: none"><li>Reinforcing the importance of maintaining a clean environment &amp; social distancing</li><li>Adding plexiglass protectors to CSR windows where possible</li><li>Evaluating options &amp; considerations for COVID-19 testing internally</li></ul>	<ul style="list-style-type: none"><li>Responding to first associate with a positive COVID-19 test was quick and the plan was in place by 8:30 a.m. as a result of the standards developed for that site ahead of time</li><li>In participation of the #ThankATrucker campaign, sites across Sunland's network are showing appreciation to truck drivers by providing complimentary snacks and thank you banners</li></ul>

## Space Available

If you need additional ambient or temperature controlled storage space and would like to discuss, please contact Elijah Ray, Chief Customer Officer, [Elijah@SunlandLS.com](mailto:Elijah@SunlandLS.com).

We appreciate your continued partnership as we navigate through this together. Please feel free to reach out with any questions or share any updates on your organization's actions.

Picture This

# #ThankATrucker



Thank you to all the truck drivers for helping keep our customers' supply chains flowing. We appreciate you!



In participation of the #ThankATrucker campaign, sites across Sunland's network are showing our appreciation to truck drivers by providing complimentary snacks and thank you banners.

# Sunland's COVID-19 Action Timeline

## April 27 – May 1, 2020

Responding to first associate with a positive COVID-19 test was quick and according to plan



Sites across Sunland's network are showing appreciation to truck drivers by providing complimentary snacks and thank you banners



Adding plexiglass protectors to CSR windows where possible



Evaluating options & considerations for COVID-19 testing internally



Beginning to send COVID-19 Updates ever other week

## April 20 - 24, 2020

Using bakery sheets to improve sanitization of communal touch points



Providing our associates with an uplifting message or "positive note" at the end of all of our daily shift meetings



Conducting 15 min. social distancing Gemba walks on the floor to help ensure compliance vs. complacency



Analyzing the "Beyond the Curve – Post Pandemic Plan"



Closely monitoring and adjusting to automotive OEMs and all customers' plans for reopening plants

## April 13 - 17, 2020

Sourcing PPE & sanitation equipment from new channels, including hand sanitizer from local distilleries



Sharing new data driven information and resources with associates daily



Texting weekly video message to associates to provide updates and gratitude



Participation in the national #ThankATrucker campaign



Preparing to bring associates effected by plant shut downs back to work on improvement projects and training

## April 6 - 10, 2020

Taking temperatures at all sites prior to starting work



Adjusting to new CDC quarantine requirements and PPE recommendations



Counseling support services made available to managers and associates



Adjusting to extended plant shutdowns by flexing labor across operations



New text notification system launched to improve communication to associates and customers

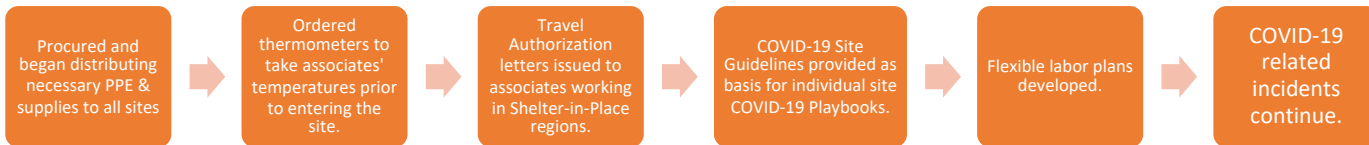


Evaluating visual management to reinforce social distancing

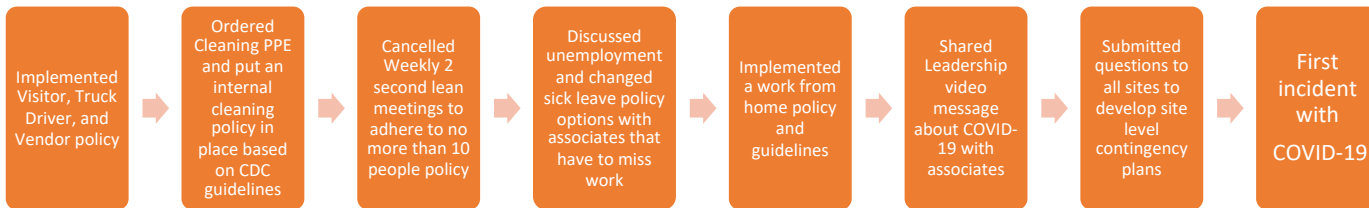
## March 30 – April 3, 2020



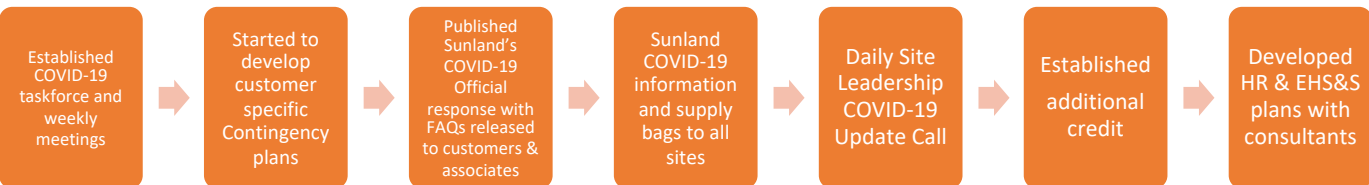
## March 23 - 27, 2020



## March 15 - 21, 2020



## March 8 – 14, 2020



## March 1 – 7, 2020



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