



IMPORTANT MESSAGE REGARDING COVID-19

March 13, 2020

To all Sunland team members, customers, & partners,

Sunland Logistics Solutions Inc. has been closely monitoring the serious and evolving COVID-19 situation which was upgraded to a worldwide pandemic by the World Health Organization on March 11, 2020. As always, the health and well-being of our people, their families and our customers and suppliers continue to be paramount during these unprecedented times. I would like to provide you with some clarity around what we are doing and share resources we have assembled for you. Please take a few minutes to familiarize yourself with the information in this document. These are incredibly trying times for our communities, our business, our customers and our country. The rapid spread of COVID-19 and the fear and economic calamity that it has caused is unprecedented. Nationwide cancellation of events that seemed impossible to consider is now commonplace. We are literally in uncharted territory.

What does this mean for us? First and foremost, it is critical that we all take this threat seriously. For most of us, COVID-19 is not a life-threatening illness, however for a few it will be. So, we absolutely need to change our behaviors. The way we wash our hands, cover our coughs, clean our homes and sanitize our workstations needs to change immediately. We must stop shaking hands. We **do not come to work with a fever**. We take steps to protect ourselves because it protects the others we love. We all have parents or grandparents or friends who are in the "at risk groups" so we must do the right thing. We are all in this together. Our culture has always been one of supporting one another. We are a team, and right now it is most important that we remember our core values and protect each other.

We also protect ourselves in order to protect and secure our company. COVID-19 has the power to shut down a warehouse and it is all our responsibilities to make sure our company survives both the virus and the economic strain that the virus will cause. There will be sanitation stations in multiple places in all facilities within a week. Please use them. There will be cleaning supplies made available to everyone to clean your stations and your areas. Wipe down, clean up, and let's stay healthy. I want everyone to avoid gathering in large groups, be smart about sharing equipment, and try to avoid eating too close to each other.

There will be a series of communications from our Human Resources and COVID-19 Response Teams in the coming days outlining our response to this threat and how we plan to support each other. Your warehouse managers, supervisors and lead people will be working with their departments and facilities to help guide us through this. Please support them. We have implemented a task force which will meet every Friday from 9:30-10:30am to align each week on COVID-19. More information on the task force will be shared in the HR letter on page 2.

We have over 38 years of history and experience weathering the ups and down of the marketplace and our company values remain strong. We will get through this...together. Please make sure you read this document in its entirety.

Sincerely,

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

Arch Thomason, CEO



HUMAN RESOURCES INFORMATION REGARDING COVID-19

March 13, 2020

Dear Associates,

Any associate with a positive test result for COVID-19 will not be able to return to work until cleared by their doctor upon completion of any Public Health mandated quarantine. Medical providers and hospitals are required by Public Health regulations to report infectious disease outbreaks to appropriate health authorities. We will cooperate with all regulatory guidelines accordingly.

Sunland's Human Resources team will be in contact and work with affected associates using the tools and policies we already have in place to support serious illness and tragic events - including Family Medical Leave Act (FMLA) and Short-Term Disability (where appropriate). We will also be utilizing a "Crisis Vacation Day" policy that will allow affected associates to "pull forward" or "advance" sick leave and vacation pay to help minimize personal financial burden. It is important to know that government officials are working on crisis plans to help affected associates throughout our state and country. We will help our associates access all resources available and will update you as we learn more about these developments.

We have developed a task force of company leaders who are closely following the situation and we have developed a plan for how we will deal with the spread of the virus. That task force includes:

- CEO - Arch Thomason
- COO - Hari Sivaprakasam
- CCO - Elijah Ray
- VP - Finance - Chiles Steifle
- VP HR - Diane Lowman
- Executive Assistant – Carla Wilson
- Regional HR - Melody Kelly
- Regional HR - Jennifer Smith
- Benefits Manager - Leigh Craigo
- Payroll Manager - Guissell Salas
- HR Manager – Angie Perry

We are working with key vendors and customers to understand their plans and to ensure there will not be a disruption of service.

A Human Resources Hotline for COVID-19 concerns has been established and will be monitored continually throughout this state of emergency. You may reach us at 1-844-357-8953 or email COVID19@sunlandls.com.

Please continue to monitor your email and read associate bulletin board notices to stay tuned to future updates as this situation develops.

Sincerely,

Diane Z. Lowman

Diane Lowman, VP of Human Resources

Know the facts about coronavirus disease 2019 (COVID-19) and help stop the spread of rumors.

1

Diseases can make anyone sick regardless of their race or ethnicity.

People of Asian descent, including Chinese Americans, are not more likely to get COVID-19 than any other American. Help stop fear by letting people know that being of Asian descent does not increase the chance of getting or spreading COVID-19.

2

Some people are at increased risk of getting COVID-19.

People who have been in close contact with a person known to have COVID-19 or people who live in or have recently been in an area with ongoing spread are at an increased risk of exposure.

3

Someone who has completed quarantine or has been released from isolation does not pose a risk of infection to other people.

For up-to-date information, visit CDC's coronavirus disease 2019 web page.



4

You can help stop COVID-19 by knowing the signs and symptoms:

- Fever
- Cough

- Shortness of breath

Seek medical advice if you

- Develop symptoms

AND

- Have been in close contact with a person known to have COVID-19 or if you live in or have recently been in an area with ongoing spread of COVID-19.

5

There are simple things you can do to help keep yourself and others healthy.

- Wash your hands often with soap and water for at least 20 seconds, especially after blowing your nose, coughing, or sneezing; going to the bathroom; and before eating or preparing food.

Avoid touching your eyes, nose, and mouth with unwashed hands.

- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.

If you are sick with COVID-19 or suspect you are infected with the virus that causes COVID-19, follow the steps below to help prevent the disease from spreading to people in your home and community.

Stay home except to get medical care

You should restrict activities outside your home, except for getting medical care. Do not go to work, school, or public areas. Avoid using public transportation, ride-sharing, or taxis.

Separate yourself from other people and animals in your home

People: As much as possible, you should stay in a specific room and away from other people in your home. Also, you should use a separate bathroom, if available.

Animals: Do not handle pets or other animals while sick. See [COVID-19 and Animals](#) for more information.

Call ahead before visiting your doctor

If you have a medical appointment, call the healthcare provider and tell them that you have or may have COVID-19. This will help the healthcare provider's office take steps to keep other people from getting infected or exposed.

Wear a facemask

You should wear a facemask when you are around other people (e.g., sharing a room or vehicle) or pets and before you enter a healthcare provider's office. If you are not able to wear a facemask (for example, because it causes trouble breathing), then people who live with you should not stay in the same room with you, or they should wear a facemask if they enter your room.

Cover your coughs and sneezes

Cover your mouth and nose with a tissue when you cough or sneeze. Throw used tissues in a lined trash can; immediately wash your hands with soap and water for at least 20 seconds or clean your hands with an alcohol-based hand sanitizer that contains at least 60% alcohol covering all surfaces of your hands and rubbing them together until they feel dry. Soap and water should be used preferentially if hands are visibly dirty.

Avoid sharing personal household items

You should not share dishes, drinking glasses, cups, eating utensils, towels, or bedding with other people or pets in your home. After using these items, they should be washed thoroughly with soap and water.

Clean your hands often

Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, clean your hands with an alcohol-based hand sanitizer that contains at least 60% alcohol, covering all surfaces of your hands and rubbing them together until they feel dry. Soap and water should be used preferentially if hands are visibly dirty. Avoid touching your eyes, nose, and mouth with unwashed hands.

Clean all "high-touch" surfaces every day

High touch surfaces include counters, tabletops, doorknobs, bathroom fixtures, toilets, phones, keyboards, tablets, and bedside tables. Also, clean any surfaces that may have blood, stool, or body fluids on them. Use a household cleaning spray or wipe, according to the label instructions. Labels contain instructions for safe and effective use of the cleaning product including precautions you should take when applying the product, such as wearing gloves and making sure you have good ventilation during use of the product.

Monitor your symptoms

Seek prompt medical attention if your illness is worsening (e.g., difficulty breathing). Before seeking care, call your healthcare provider and tell them that you have, or are being evaluated for, COVID-19. Put on a facemask before you enter the facility. These steps will help the healthcare provider's office to keep other people in the office or waiting room from getting infected or exposed.

Ask your healthcare provider to call the local or state health department. Persons who are placed under active monitoring or facilitated self-monitoring should follow instructions provided by their local health department or occupational health professionals, as appropriate. When working with your local health department check their available hours.

If you have a medical emergency and need to call 911, notify the dispatch personnel that you have, or are being evaluated for COVID-19. If possible, put on a facemask before emergency medical services arrive.

Discontinuing home isolation

Patients with confirmed COVID-19 should remain under home isolation precautions until the risk of secondary transmission to others is thought to be low. The decision to discontinue home isolation precautions should be made on a case-by-case basis, in consultation with healthcare providers and state and local health departments.



COVID-19 FAQ's

Like so many of you, we have spent the last several weeks learning about COVID-19 (the coronavirus) and how it will affect our communities, lives, and workplaces.

We have engaged our housekeeping staff and cleaning contractors to expand their disinfection and cleaning on a daily basis. We will be wiping down common space door handles, light switches, etc. on a daily or more frequent basis.

We are also asking our associates to do their part to assist with keeping the risk of COVID-19 down:

- Be responsible for your safety and hygiene.
- Follow posted guidelines for handwashing.
- Wash your hands before going into an associate break area/canteen or before using a vending machine.
- Avoid touching eyes, nose, and mouth.
- Disinfect all tools, workstations, tables, and machines before as you begin work, before lunch, and at the end of the day. Get a new disinfectant wipe for each surface that you clean.
- If you sneeze, cover with a tissue or your elbow.
- If you use a shared workstation/computer, make sure you wipe it down after use.
- Do not re-use tissues.
- Make sure you clean up after yourself in the breakrooms/canteen.
- Encourage responsible etiquette.
- Bring your own food/drink/ice and keep in your personal lunch bag, thermos, or cooler. Avoid using the company ice machines or refrigerator.
- Do not shake hands or fist bump with others. Certainly, do not hug.
- No group events or lunches.
- Meetings could be held with attendance offered via conference call for remote access.
- Try to stay 3 feet away from each other if possible – 6 feet is even better.
- Avoid attending groups or gatherings of 100 or more people even outside of work.
- If you are sick, stay home. Do not come to work with a fever or other symptoms associated with COVID-19.
- If you are a person at high risk for severe illness from COVID-19, try to stay home as much as possible and avoid frequent trips to the grocery store, religious observances, sporting events, etc.

Throughout this pandemic, our focus and objective will be centered around the safety of our associates and community.

Q: Where can I access reliable information about COVID-19?

www.cdc.gov

Please stay tuned to the Centers for Disease Control and Prevention (CDC) for updates and guidance on COVID-19.

COVID-19 FAQ's

Q: What are the Common Symptoms associated with COVID-19?

COVID-19 compared to other common conditions

SYMPTOM	COVID-19	COMMON COLD	FLU	ALLERGIES
Fever	Common	Rare	Common	Sometimes
Dry cough	Common	Mild	Common	Sometimes
Shortness of breath	Common	No	No	Common
Headaches	Sometimes	Rare	Common	Sometimes
Aches and pains	Sometimes	Common	Common	No
Sore throat	Sometimes	Common	Common	No
Fatigue	Sometimes	Sometimes	Common	Sometimes
Diarrhea	Rare	No	Sometimes*	No
Runny nose	Rare	Common	Sometimes	Common
Sneezing	No	Common	No	Common

*Sometimes for children

Sources: CDC, WHO, American College of Allergy, Asthma and Immunology

BUSINESS INSIDER

Q: How does it spread and what can I do to prevent it from spreading?

- Wash hands frequently with soap and water for at least 20 seconds at a time.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Avoid close contact with people who are ill.
- Cover your mouth and nose with a tissue when you cough or sneeze.
- Do not reuse tissues after coughing, sneezing, or blowing your nose.
- Clean and disinfect surfaces of items that are frequently touched.

Q. Can you get COVID-19 from touching contaminated objects?

- Possibly. If you touch a surface with the virus on it, and then touch your mouth, nose, or eyes. However, that is not likely to be the main way the virus spreads.

Q: Should I worry about opening packages from places where there's been an outbreak?

- There is currently no evidence to support transmission of COVID-19 associated with imported goods and there have been no cases of COVID-19 in the United States associated with packaged or imported goods.

Q: Who is at Higher Risk of getting "Very Sick" from COVID-19?

- Older adults (ages 60+)
- People with Serious Chronic Medical Conditions Like:
 - Heart Disease
 - Diabetes
 - Lung Disease

COVID-19 FAQ's

Q: What do I do if I'm "High Risk"?

- Have Supplies on Hand
 - Consider 90 Day Mail-Order for your medications
 - OTC medicines and medical supplies (tissue, hand sanitizer, wipes, etc.)
- Stay at home as much as possible
- Keep a distance between yourself and others
- Wash your hands a lot
- Avoid crowds as much as possible
- Stay away from others who are sick
- Avoid cruise travel and non-essential air travel

Q: What if I think I might have COVID-19?

- **DO NOT COME TO WORK**
- **NOTIFY HUMAN RESOURCES**
- **CALL YOUR DOCTOR**
 - Blue Care On-Demand is an option if you can't reach your doctor
- Tell doctor about travel, contact or exposure with others who have or may have COVID-19
- A Doctor will determine if you need to get tested and where you should go to get tested.
- **HELP PREVENT THE SPREAD OF COVID-19**
- **DO NOT COME TO WORK IF YOU HAVE A FEVER OR SYMPTOMS OF COVID-19**

Q: What if my spouse or someone in my home is sick?

- If you are living in a house where someone is sick with confirmed or has symptoms that are suspected to be COVID-19, you should stay home until your health care provider or Public Health Official releases you from quarantine.

Q: What if I miss work due to an illness or quarantine?

- Call Human Resources
- If needed, FMLA papers and Short-Term Disability Benefits Applications will be prepared and sent to you.

Q: Will I be paid for missed work?

- Associates may choose to advance their sick leave and vacation pay. Speak with your HR Manager about this if you wish to use this benefit for missed time.
- Short Term Disability Claims should be submitted if you are diagnosed or told to stay out of work due to your illness.
- We will help associates access all resources the Government makes available in the event emergency assistance funding is approved.

COVID-19 FAQ's

Q: What if I need to be tested for COVID-19?

- In order to minimize exposure in the workplace, you should contact your Primary Care Provider (or Blue on Demand) if you have symptoms that are consistent with those of COVID-19.
- Blue on Demand is a great resource to mitigate potential germ exposure you might encounter in a doctor's office. All you need is your computer or smartphone device to see a doctor any time, day or night. During your video visit, the doctor will ask questions, answer questions, diagnose your symptoms and, if appropriate, call in a prescription to your local pharmacy. Again, if you suspect that you may have COVID-19 or are exhibiting symptoms of illness, do not come to work, but rather seek medical attention. Doctors' offices ask that you call first.
- Sunland's BlueChoice HealthPlan will work with providers, state health officials and the CDC to make sure COVID-19 testing will be covered at no cost to the patient.
- **Usual plan benefits/copays will apply for Emergency Room, Specialist Office, Hospital, or Urgent Care Services.**

Q: Is the coronavirus test covered under my insurance?

- BlueChoice HealthPlan will work with providers, state health officials and the CDC to make sure COVID-19 testing will be covered at no cost to the patient.

Q: Are there any prior authorizations required for COVID-19 treatment?

- BlueChoice HealthPlan of South Carolina will not enforce inpatient prior authorizations for treatment of COVID-19 related conditions. If a member is admitted into the hospital, the hospital should continue to notify us.

Q: Could my prescriptions be impacted? Can I buy more than my usual refill limit or get them filled early?

- BlueChoice HealthPlan is closely monitoring any potential medication access issues to make sure our members get the medications they need in a timely manner. Currently, we are not making any changes to our current process.
- BlueChoice members who have mail-order pharmacy benefits are encouraged to consider using them. For members who have concerns about running out of medications, we recommend they first contact their doctor or pharmacist.

Q: Should I use a facemask?

- CDC: Healthy people should not
- People with COVID-19 should
- Healthcare workers should

COVID-19 FAQ's

Q: What about Shared Food, Beverage or Refrigerator Space

- We encourage you to bring your food / beverage / ice and water from home.
- Plan to store it in your personal lunch bag or cooler.
- Do not use icemakers at work.
- Do not use shared coffee pots or dispensers.
- Do not store your food items in a shared refrigerator.
- If you use a microwave in the break room, wipe it down with sanitizing wipe before and after use.
- In order to maintain a safe environment, we ask that you discontinue meals and snacks where there are shared food sources (example—buffet lunch/dinner, M&M or nuts dispensers, etc.) As an alternative, provide boxed meals and individually packaged snacks.

Q: Travel Policy?

- All travel must meet urgent business needs. All travel will be submitted to SLT for approval.
- Establish telephone or video conferences in lieu of internal face-to-face meetings requiring travel.
- You are expected to follow protocol and policy of our customers and suppliers as it relates to any restrictions with regards to travel, meetings, telecommuting, or other related policies. If the client policy is more restrictive than our restrictions, follow the client policy.
- As a reminder, Sunland strongly recommends refraining from personal travel outside the United States considers at higher risk. Please visit the CV-19 WHO site for more information if you or a family member have visited or are planning to visit a foreign country.

Q: Can I Work from Home?

- The overwhelming majority of our jobs require on-site work. A very small number of associates may be able to perform some of their work functions from home. Your manager can address specific requests.

Q: What if my child's school closes due to COVID-19?

- We encourage you to arrange a backup child-care arrangement among family, friends, or neighbors. If you or your household has not been exposed to COVID-19, you should plan to be at work. We will be as accommodating as possible during this unprecedented time but hope you can arrange suitable backup methods for most scheduled workdays.

Q: What is your readiness plan for labor, such as office workers, operations workers and drivers should COVID 19 appear??

- At an operational level we are currently identifying who can work from home. Operational workers will continue to report to work as identified prior to ensuring all safety precautions are followed.
- Current relationships with our staffing providers are in place with daily communications. We will also add additional operational resources from other Sunland locations.
- **Individual sites are developing their plans currently to ensure customer alignment.**

COVID-19 FAQ's

Q: Do you have proper associate communication plans and additional HR support to jointly manage salaried and hourly labor, monitor absenteeism rates, and associate education?

If so, explain.

- Yes, we have Site HR, Regional HR, and Corporate HR support which will send out daily communications to cover in their startup meetings.
- We hold companywide kickoff meetings every Friday to ensure timely and consistent communication throughout the organization.
- We monitor our absenteeism rate through our Time Clock Plus system.
- We provide associate education through our learning management system, Litmos.

Operational owners at Sunland will work with individual customers to develop specific plans to support customer operations and business needs.