

COVID-19 UPDATE



SUNLAND
LOGISTICS SOLUTIONS

CUSTOMER COMMUNICATION

March 23, 2020

Dear Sunland Customers,

Our team continues to prioritize our associates' safety as we focus on supporting your supply chain needs and helping maintain business continuity during the COVID-19 pandemic. Your Sunland account team members will continue to align with you on the specific needs and activity of your operation. This communication is providing a high level weekly update on the actions our company is taking from both a Safety and Business Continuity standpoint.

Safety & Business Continuity Action Highlights

Safety

- Additional PPE ordered
- Taking Employee Temperatures
Announcement made - The EEOC has approved that employers can take employee's temperatures. We have ordered No Contact Infra-red Thermometers and should arrive to all sights by Friday, March 27th
- Our first incidents have occurred and a temporary quarantine is 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 that will continue to operate in the event of a Shelter in Place is implemented.
- Individual customer volume planning communication has started.
- Additional IT hardware is available to support team members who are required to work from home.
- Daily internal CEO calls with management team to discuss critical customer and associate activities
- Proactive financial measures with banking partners have been taken.

Space Available

A number of customers have indicated they may need additional space as their adjusted inventory plans are being determined. We currently have the following space available.

UPSTATE SOUTH CAROLINA

- 80,000 SF

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

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

All COVID-19 related information can be accessed through Microsoft Teams or the COVID-19 Info blog post on the Sunland website:

<https://sunlandlogisticssolutions.com/covid-19-information-sunland/>