

COVID-19 UPDATE

April 3, 2020



SUNLAND
LOGISTICS SOLUTIONS

CUSTOMER COMMUNICATION

Dear Sunland Customers,

Our team continues to remain focused on staying informed and adapting to new laws and best practices to protect our associates during the pandemic. 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

- Nurses are being placed at our sites to take temperatures upon entry to the building and provide additional support to associates.
- Adjusting to new PPE & Sanitation Recommendations (i.e. Gloves & masks)
- Brainstorming and researching best ways to:
 - Adjust specific processes to maintain social distancing compliance
 - Enforcing 6ft rule using visual management
 - Reduce exposure to germs
 - Leaving some door opens to reduce touch points (while still maintaining security), using UV light and sleeve protectors for paperwork, and posting capacity signs and reducing chairs in breakrooms along with staggering break times
- Emphasizing best practices for Cyber Security

Business Continuity

- Sites have finalized Playbooks and have reviewed with their teams. (individual Site Playbooks are available to customers upon request).
- Learning and adapting to Family First & CARES Act; developing Q&A for our associates.
- “Essential Business” written and video communication has been shared with our associates to explain our "why" during the pandemic and to help motivate them.
- Developing group text alerts for both associates and customers to enhance communication.

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. Please feel free to reach out with any questions or share any updates on your organization's actions.

Sunland's COVID-19 Action Timeline

March 30 – April 3, 2020

Temporary nurses are being placed at each site to help take temperatures and support associates.

Analyzing & adapting to Family First & CARES Act

Reinforcing social distancing w/ visual management & developing best practices to reduce germ exposure.

Individual Site Playbooks developed and shared with associates.

Developing text alerts for associates and customers to enhance communication

COVID-19 related incidents are low but expected to increase.

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.

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 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 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

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