

# COVID-19 UPDATE

April 17, 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

- Working with nurses at most sites in our network – still searching for available medical assistance in Aurora, IL and Savannah, GA
- Sourcing additional PPE and sanitization supplies from a variety of channels including retailers, customers, and hand sanitizer from local distilleries
- Sharing data driven information and resources with our associates, including: [www.healthdata.org](http://www.healthdata.org)

### Business Continuity

- Finding creative ways to keep associates engaged and remain positive, including:
  - A weekly internal video message shared via text to our associates from our Leadership Team
  - Participation in the national #ThankATrucker campaign
  - Forklift sanitizing competition
- Preparing to bring associates effected by plant shut downs back to work on improvement projects and training at their site

## Space Available

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

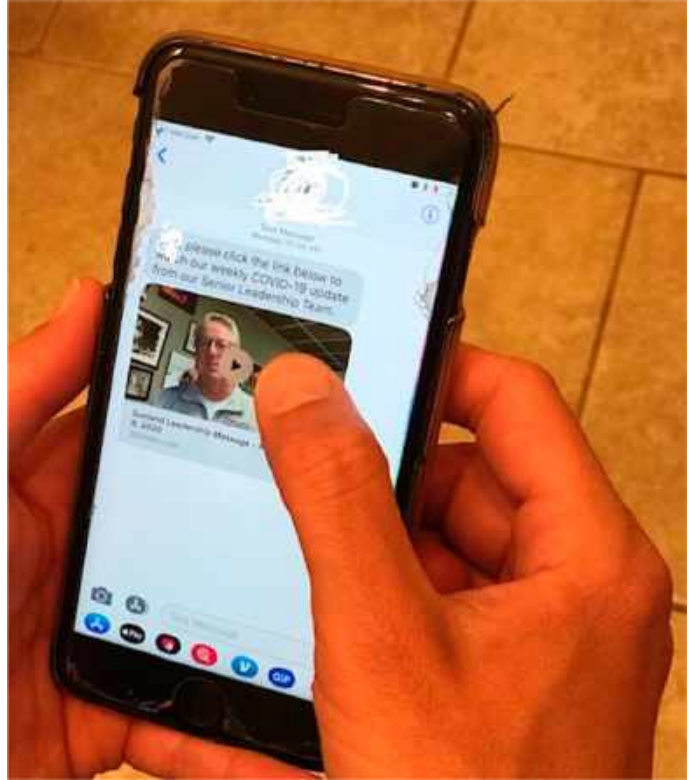
We appreciate your continued partnership as we navigate through this together. Please feel free to reach out with any questions or share any updates on your organization's actions.

## Picture This



Team members are provided masks and gloves at our site in McDonough, GA (and all other locations across our network). If they would like the additional PPE, then they are trained on proper usage & disposal.

Weekly internal video messages from our Senior Leadership Team are now being shared via text to our associates.



## Sunland's COVID-19 Action Timeline

### 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

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 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/>