

COVID-19 UPDATE

April 24, 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

- Improving sanitization of communal touch points (i.e. vending machines, watercoolers, and timeclocks) by using bakery sheets.
- Supporting mental health and boosting moral by providing our associates with an uplifting message or “positive note” at the end of all of our daily shift meetings. We “Start with Safety” and “End on a Positive Note.”
- Conducting 15 min. social distancing Gemba walks on the floor to help ensure compliance vs. complacency.

Business Continuity

- Analyzing the “Beyond the Curve – Post Pandemic Plan”
- Closely monitoring and adjusting to automotive OEMs and all customers’ plans for reopening plants.

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.

Picture This

Our Savannah team members are working together on a new repackaging project. As they were setting up the initial process, a Team Lead called out the need to make adjustments to ensure everyone was practicing social distancing.



What's a safe way to use communal vending machines and watercoolers? Turns out those bakery sheets used for grabbing donuts and muffins at convenience and grocery stores can be useful in other ways. Here's an associate at our Trinity facility in Simpsonville, SC using one.



A scarcity of hand sanitizer from our traditional channels, led our team to get creative and source some from a moonshine distillery. The moonshine hand sanitizer was sent to all of our locations, including our team in Louisville, KY. All associates were warned that the smell is strong and to not attempt a taste test.



Our team at our Black Hawk facility in Greenville, SC keeps their PPE & sanitation supplies well stocked and organized.



Sunland's COVID-19 Action Timeline

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

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/>