



March 19, 2020

To our valued customers:

Like many of our business partners around the globe, we are closely monitoring and proactively responding to the rapidly evolving circumstances surrounding COVID-19. Accordingly, Lineage Logistics has been focused on taking appropriate action to protect our team members, prevent the spread of the illness and ensure continuity of our business operations.

We have been in close contact with many of our customers over the last several weeks—sharing emergency response and business continuity plans and serving as strategic partners to address surges and shifts in their temperature-controlled supply chains. Outlined below are the immediate measures we are enacting across the network; we are:

Protecting our team members

- Implementing advanced sanitation efforts network-wide, like placing hand sanitization stations at all entry points of facilities and disinfecting surfaces in common areas frequently
- Restricting all non-essential business travel, facility visits and in-person meetings
- Promoting frequent handwashing and sanitizing for all individuals entering facilities
- Implementing guidance to work from home for all regional and corporate office workers
- Visually monitoring team health and encouraging self-quarantine if they are exhibiting flu-like symptoms
- Requiring a doctor's note for team members to return to work
- Providing ongoing communication to our entire workforce

Ensuring business continuity

- Updating individual facility Emergency Response Plans (ERPs) with tailored procedures and communications to execute in case of a local event
- Monitoring and tracking capacity network-wide
- Monitoring major port locations for material change in inbound or outbound flows
- Monitoring attendance network-wide to quickly respond to any adverse developments
- Identifying key locations with excess capacity where goods could be redirected if business interruption requires a building closure, taking temperature variation into consideration
- Working with customers to develop contingency plans, identifying alternative supply chain locations and agile movement of goods
- Equipping our commercial team with critical updates on facility operations, turn-times and any coronavirus impacts to allow them to serve as key partners to our customers

We continue to monitor the situation and will follow all guidelines issued by the CDC, World Health Organization and the Office of the President, and we are committed to doing our part to help prevent the spread of illness.

We greatly value your business, and we look forward to working together to ensure our people and mutual customers are serviced safely and exceptionally. If you have any questions, please do not hesitate to contact your account manager.

Sincerely,

Greg Lehmkuhl
President & CEO, Lineage Logistics