



COVID-19 Communication

March 16, 2020

To our valued customers:

Like all businesses, Rescar's Senior Management team is continuing to monitor daily events surrounding the COVID-19 outbreak throughout North America so that we are prepared to respond to what is a very fluid, rapidly evolving situation. Rescar recognizes that most of your facilities are or will be deemed "essential" and vital to the ability of everyone to get through this crisis. Ensuring the continued flow of products by rail will be integral to the success of overcoming the impact of this virus on all North Americans. Rest assured, Rescar is prepared to meet that challenge with you and has taken, and will continue to take, measures to ensure we can provide our services at levels to meet your needs with a safe, healthy work force. We have already contacted many of you to understand your service needs and specific requests, but we also want to inform you of the steps we have taken to date here at Rescar.

We have established a Business Continuity Working Group to assess and monitor our staffing, operations, and systems to ensure we are in position to meet your service needs during this crisis. We have implemented measures throughout our business operations to ensure we are prepared to meet whatever challenges lie ahead. We have identified the following key areas for our customer support efforts:

- Human Resources-Employee status and wellness monitoring to maintain a stable, available workforce and supervision at all of our locations and our corporate office. We have also implemented facility cleanliness, personal hygiene, and "social distancing" measures (described below) to ensure our employees visiting your facilities are healthy.
- IT Systems-Our information technology systems are instrumental to our operations and are designed and equipped to support our services for you and have backup for personnel and data. We are confident we can continue to supply services and necessary information and communications regarding those services through our IT systems.
- Rescar's Troubleshooting Network-Our Field Services division will continue operating to meet your mobile call out needs throughout our network. The Troubleshooting hotline: (800) 737-2276 and e-mail: troubleshooting@rescar.com, will continue to be monitored 24/7 as will our customer service hotline: (800) 753-5451 and e-mail: customerservice@rescar.com.
- Vendor Network-We are proactively working with our supply chain partners to ensure we have continued access to the parts and equipment we need to provide our services. We are also confirming with our vendor network that they have communicated and implemented the facility cleanliness and personal hygiene practices we outline below at their facilities and for their employees and especially for any vendors entering our facilities or yours.



Rescar Companies
Rescar.com 1101 31st Street, Suite 250, Downers Grove IL 60515
P 630-963-1114 F 360-963-6342

- AAR/FRA compliance-We are continuing to train and maintain all appropriate industry and regulatory certifications for our facilities and employees.
- Organizational functionality-We have in place and are monitoring all of our business systems and processes for A/P, A/R, billing and invoicing, banking and treasury, and internal and external communications.
- Business Continuity Planning-Our Senior Management team is in constant contact and regularly conducting meetings to review and address our status and the communications from WHO and the United States, Canadian, and Mexican governments to respond to changes and directives regarding the COVID-19 virus from these entities and will adjust our processes as necessary going forward.

In addition to these specific actions to ensure our support of your business needs, we have taken steps to communicate proactive personal hygiene and facility cleanliness directives. In this regard, all of our employees have been advised that they should not come to work, and should seek expert medical advice from their primary care physician, if they feel ill including fever, cough, shortness of breath or difficulty breathing, or if any of the following apply:

- Traveled to an area with widespread confirmed COVID-19 cases as identified in the latest EHS Safety and Health Advisory;
- Diagnosed with COVID-19;
- Come in contact with an individual with a confirmed diagnosis of COVID-19;
- Come in contact with an individual suspected to have COVID-19 and is symptomatic;
- Received a quarantine order by a government entity or medical provider; or
- A customer has implemented other restrictions on access to facilities.

At present, all of our offices remain open and we have reminded our employees to follow the CDC recommended hygiene safety precautions:

- Wash hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing or sneezing.
- Avoid touching your eyes, nose and mouth.
- Avoid close contact with people who are sick.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.
- Stay hydrated – drink water on a regular basis.
- Get adequate sleep.

We are working with our landlords and host customers to ensure heightened cleaning and disinfecting is being undertaken especially in bathrooms, high traffic areas, kitchen areas and doorknobs and handles. We are also implementing some “social distancing” parameters for the office environment. Employees have been advised to:

- Refrain from handshakes and any form of greeting that requires physical contact.
- Restrict meetings to virtual meetings and conference calls, where appropriate.
- Postpone non-essential in-person meetings.
- Where possible, stay at least six feet apart from each other.
- In meeting rooms, leave at least one empty chair between you and the surrounding employees.
- Do not pass snacks, training materials, or other items person-to-person.

- For all meetings, the details and identity of participants should be recorded and retained.
- Avoid socializing. Contact others via telephone, IM, Skype, etc.
- Avoid congregating in breakrooms, copier rooms, or other places where people socialize.
- During breaks, eat at your desk or away from others.

Rescar Field Service location offices and equipment have been advised to follow these same guidelines and be cleaned/disinfected after daily use to ensure we are keeping our work areas as safe as possible. Rescar trucks are to be cleaned and disinfected at the end of service each day.

Rescar has implemented a ban on all non-essential travel effective immediately. Any business travel requirements must be reviewed and approved by Senior Management. With respect to personal travel by employees, they have been advised that they should consider following the guidelines published by the EHS Safety and Health Advisory with respect to areas with widespread COVID-19 outbreaks and that, if they travel internationally or to areas that have widespread COVID-19 outbreaks, they will likely be required to self-quarantine for 14 days before being allowed to return to work.

Rescar's Senior Management team continues to make decisions with an overarching focus on the health and safety of our employees and yours. We are proactively monitoring the situation and will evaluate and respond to the impact of the virus on our business operations and will provide updates on key changes. We remain committed to providing services to meet your needs throughout this ordeal.

Sincerely:

Joseph F. Schieszler, Jr.

Chief Executive Officer