



COVID-19 Communication

May 5, 2020

To our valued customers:

We thank you for your continued loyalty and support during these difficult times. Since our last communication in late March, Rescar has been fortunate to have had minimal impact from any COVID-19 or other illnesses to our employees. Like many of you, we acted quickly to implement personal hygiene and social distancing measures with our HS&E department's leadership and to meet your requirements and we continue to do so today. These safe practices have been instrumental in our ability to remain operational. Here is a brief update to our key performance areas as we enter a new month of crisis response.

KEY PERFORMANCE AREAS:

- **Human Resources**-Our Field Service locations remain fully staffed and operating normally.
- **Trouble Shooting**- Our Trouble Shooting division is continuing to operate 24/7 to meet your mobile call out needs throughout our network. Remember you can contact the Troubleshooting hotline (800) 737-2276 or e-mail us at troubleshooting@rescar.com, or call our customer service hotline (800) 753-5451 or e-mail at customerservice@rescar.com.
- **Vendor Network**-All our vendor partners and suppliers are operating without interruptions and remain committed to continuing to supply necessary products, equipment, and services to support us in servicing your rail car fleets.
- **Organizational Functionality/Business Continuity Planning**-All of our core business systems and processes are fully operational and we continue to monitor the situation and respond to, and plan for, changes and official federal, state, and local directives.

KEY SAFETY MEASURES:

Our number one priority is to keep our employees and yours safe while they do the essential work they are doing to support your business. We have practices in place to monitor all employees each day as they arrive at our work sites or at your locations to make sure they are healthy. This includes temperature monitoring and confirmation that no one has any of the current CDC potential COVID-19 symptoms or other illness.

Please do not hesitate to call or e-mail our troubleshooting or customer service lines at any time with any questions, concerns, or needs. You can also call me directly at 630-829-9432 or e-mail schieszlerjr@rescar.com.

Sincerely:

Joseph F. Schieszler, Jr.

Chief Executive Officer



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