



## COVID-19 Communication

March 23, 2020

To our valued customers:

Rescar's Senior Management team is continuing to monitor daily events surrounding the COVID-19 outbreak and want to keep you updated. As you know, we have implemented all recommended personal hygiene, "social distancing" and remote working capabilities and it has been successful so far. Now, like you, many of our offices are in states with "shelter in place" or similar orders but we have been designated as an "essential business" and are continuing our operations to serve your business.

Here is the status of our previously identified key performance areas:

- Human Resources-Fortunately, we have not had any positive COVID-19 diagnoses throughout our Company. Our employee census remains consistent, and strong, at this time. We have implemented an illness tracking process so we can stay on top of any potential COVID-19 exposures, make sure sick or exposed employees remain at home and are not entering your facilities, as well as to proactively address any staffing needs. We have also begun temperature monitoring of our employees and informed them that many of you may require temperature monitoring or wellness forms prior to access. Our employees will comply with these processes.
- IT Systems-We remain confident we can continue to supply services and necessary information and communications regarding those services through our IT systems. We have the ability to remotely troubleshoot our systems and the capability to physically access our systems in the event it becomes necessary.
- Rescar's Troubleshooting Network-Our Field Services division is continuing to operate 24/7 to meet your mobile call out needs throughout our network. Contact the Troubleshooting hotline (800) 737-2276 or e-mail us at [troubleshooting@rescar.com](mailto:troubleshooting@rescar.com), call our customer service hotline (800) 753-5451 or e-mail at [customerservice@rescar.com](mailto:customerservice@rescar.com).
- Vendor Network-We continue to have access to the parts and equipment we need to provide our services. At this time, we do not expect any difficulty obtaining parts and equipment going forward. We continue to monitor our vendor network regarding any actual or potential issues they may have with respect to exposure to the COVID-19 virus at their facilities.
- AAR/FRA compliance-The AAR has suspended all auditing functions and extended any certification expirations. The FRA has not yet suspended auditing. We have suspended non-essential internal auditing of our locations located within your facilities to minimize outside visitors, but we are continuing to monitor our work, train our employees, and maintain all appropriate industry and regulatory certifications.
- Organizational functionality-All of our core business systems and processes are being conducted normally.



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- Business Continuity Planning-Our Senior Management team is continuing to monitor the situation and respond to changes and directives regarding the COVID-19 virus and we are keeping our employees, customers, and vendor partners informed.

We value our relationship as a key vendor for your business and appreciate your loyalty and confidence. This crisis is going to be challenging for all of us but we at Rescar remain committed to providing services to meet your needs and confident that we will overcome any challenges together.

Sincerely:

Joseph F. Schieszler, Jr.

Chief Executive Officer