



## COVID-19 Communication

March 30, 2020

To our valued customers:

We know you are being inundated with communications so we wanted to provide just a brief update on what Rescar has been doing to protect our employees and all of our customers' employees, and to maintain our operations.

### **KEY PERFORMANCE AREAS:**

- **Human Resources**-Our Field Service locations remain fully staffed with contingency plans in place in the event of employee absences. We understand some of you may be considering "lock down" processes that will require our team's participation and we will work with you as necessary to provide employees for these situations as needed.
- **IT Systems**-All of our systems are "go" and back-up and emergency recovery processes are in place in the event of emergencies.
- **Trouble Shooting**- 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**-All our vendor partners and suppliers are operating without interruptions and are committed to continuing the supply of the products, equipment, and services they provide to us so we can service your railcar fleets.
- **Organizational Functionality**-All of our core business systems and processes are fully operational.
- **Business Continuity Planning**-We are continuing to monitor the situation and respond to, and plan for, changes and official federal, state, and local directives.

Please know that we are here for you but we will try to keep communications going forward limited to any changes you need to be aware of in our operations. Please do not hesitate to call or e-mail our troubleshooting or customer service lines at any time. If you have any questions, concerns, or needs, I am personally committed to help you and my phone number is 630-829-9432 and e-mail [schieszlerjr@rescar.com](mailto:schieszlerjr@rescar.com).

Thank you for your continued loyalty.

Sincerely:

Joseph F. Schieszler, Jr.

Chief Executive Officer



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