

**March 30, 2020**

## **COVID-19 Communication**

To Our Valued Customers:

### **KEY PERFORMANCE AREAS:**

- **Human Resources-** Your fleet management team remains fully staffed with contingency plans in place in the event of employee absences.
- **IT Systems-** All systems are “go” and back-up and emergency recovery processes are in place.
- **Vendor Network-** All our vendor partners are operating without interruptions to the services they provide to us to serve you.
- **Regulatory Compliance/Technical Consulting-** Our regulatory compliance and technical consulting teams are operating as close to normal as possible under the circumstances. We are monitoring all FRA, AAR, and other industry communications and developments as they relate to your fleets.
- **Organizational Functionality-** All our core business systems and processes are fully operational.
- **Business Continuity Planning-** We are continuing to monitor the situation, respond to, and plan for, changes in official federal, state, and local directives.

We know you are being inundated with communications, so going forward we will try to keep communications limited to any changes you need to be aware of in our operations. We are here for you, so do not hesitate to call your fleet contact, any of our regulatory compliance or technical consulting team members, or me if you have any questions, concerns, or needs. Thank you for your continued loyalty.

Sincerely:



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