



March 19, 2020

Team Members:

No doubt about it, these are extraordinary times. As the world acts in response to the COVID-19, the importance of the cold chain logistics industry has never been clearer. Our purpose is firmly rooted in the noble and fundamental charge of helping to feed the world – and now, we are being called to serve that purpose in an extraordinary way.

Across nearly 300 facilities on five continents, 14,000 selfless team members – just like you – are working tirelessly to prevent interruptions in the cold chain and doing their part to ensure access to safe, quality food remains reliable worldwide. In other words, you are on the front lines of connecting people to food in this critical time of need. I can't tell you how much I appreciate your heroic efforts and how proud I am to lead this amazing team. Thank you, thank you, thank you.

As we continue to navigate this challenging and ever-changing situation together, I know I can trust each of you to not only keep yourself and your family safe, but also to come to work every day—ready to serve and eager to fulfill a vital service to your communities.

Accordingly, we have enacted immediate preventative health measures and social distancing practices to prevent the spread of illness within our facilities and to help keep you and your team healthy, including:

- Supporting team members who are infected or who are under self-quarantine requirements through 100% paid sick time for all team members (up to two weeks)
- Implementing advanced sanitation efforts network-wide, including hand sanitization stations at all entry points of facilities
- Restricting all non-essential business travel, facility visits and in-person meetings, as well as implementing work from home guidance for all workers in our regional and corporate offices
- Monitoring team member health and encouraging individuals to self-quarantine if they are exhibiting flu-like symptoms; a doctor's note is required for team members to return to work

We have also taken action to ensure our facilities continue to operate in the coming weeks. This includes preparing up-to-date emergency response and business continuity plans for all facilities as well as taking on additional labor to help meet increased customer demand and address surges and shifts in their supply chains. Should a customer contact you regarding Lineage's operating or response plan, please refer them directly to your business unit leader. Additionally, please refer any media inquiries to Megan Hendricksen (909-821-7692 or mhendricksen@lineagelogistics.com).

Team, this is what our company was built for – and so were you. Let's continue to bring the best of ourselves to Lineage every day and work together to live our purpose and help feed the world.

Sincerely,
Greg