



Dear Valued Business Partners and Friends:

To say that we are in uncharted waters is a tremendous understatement. Nonetheless, SFL Companies wants to assure our business partners of the continuity of our business operations throughout the COVID-19 pandemic. I also want to make you aware of the precautions that SFL Companies is taking to protect the health and safety of our employees and their families while maintaining our mission to provide exceptional service for all our business partners.

SFL remains committed to ensuring that the COVID-19 outbreak will not alter the timeliness or quality of the freight management services and business partnership that we continue to provide for you.

The health and safety of our employees, their families, our business partners and our community are of the utmost importance to SFL Companies. We have informed our team of the CDC's "Interim Guidance for Businesses and Employers; Plan, Prepare and Respond to Coronavirus Disease 2019". In this time of uncertainty, we feel it is just as important for us to be great citizens as it is to be great business partners. With that said, as of Wednesday, 03/18/2020, to limit the spread of COVID-19, all SFL employees will be encouraged to work remotely from home.

SFL has a significant investment in its cutting-edge technology that allows our employees to effectively provide freight management services remotely. We have created remote working guidelines for each of our freight management teams to help ensure that we continue to meet your expectations. SFL is confident that working remotely from home and utilizing phone calls, conference calls, and online collaboration in lieu of in person meetings will result in a continuation of the excellent freight management services you have grown accustomed to. Our technology allows us to have this flexibility.

We will continue to review updated communications from our state officials, the CDC, and the World Health Organization and will adjust our Preparedness and Response Plan accordingly.

SFL values our relationships with our business partners and we are certain that working together we will overcome the COVID-19 challenge and be better for it. Our prayers remain with you and your families.

Sincerely,

Royce Neubauer
CEO