



April 7, 2020

Dear Valued Partner,

Please take the time to carefully read this message. It contains important information that you need to know about actions that Suddath is now implementing during the COVID-19 pandemic to best protect the health and safety of our employees, contractors, customers and partners.

## Operational Updates

Below are the latest operational updates. For all previous updates, [click here](#).

### U.S. Operational Impact Chart

Essentially every Suddath operating location in the U.S. is now under some form of restriction, and many states/counties are issuing their mandates using the same reference to the U.S. CISA Critical Infrastructure criteria, which allow for flexibility for Suddath as a critical service provider for commercial and logistics operations. Household goods operations can be more limited in certain markets by driver/crew availability.

To help customers understand and track the operational impacts of these restrictions on our business, we have added an impact chart to our website. [Click here to see our updated operational impact chart](#). This chart is reviewed daily and kept up to date. Please check back as often as needed for the latest updates.

### International Operations

International operations have also been impacted by local mandates and orders. Please see below for a summary of the impacts:

- Suddath facilities and partners are open and operational to service the USA.
- Customs is open and operating, with some delays.
- There are periodic shutdowns at some ports causing delays.
- Ocean freight and air freight are available, though some limitations will apply.
- Additional charges may be incurred due to port, customs and logistics delays.

We are following guidance from the CDC and WHO, as well as local country mandates, and will continue to update you with any significant developments or impacts to our business.



## **Our Commitment to the Customer**

Our mission is to work towards uninterrupted service for our customers while protecting the safety and wellbeing of our employees, independent contractors and partners.

In respect of the continued risk of the COVID-19 spread, we are executing new risk assessments and implementing pragmatic measures based on CDC and local health alert levels.

### **Expectations for service delivery during the pandemic:**

- Please adjust your business practices away from utilizing crates to sending boxes. If you are unable to send boxes, please ensure crates have been thoroughly disinfected.
- Please disinfect hard surface items after delivery.
- Adhere to CDC recommendations for maintaining 6 feet of distance when interacting with customers.

### **Maintaining a high level of communication:**

- Movers on customers' properties must maintain 6-foot distance requirements from each other and customers.
- Movers must follow proper hygiene requirements.
- Movers that feel ill must not go to customers' homes.
- If a mover has been exposed to COVID-19, Suddath must be notified immediately so we can inform our customers.

Thank you for your partnership during this difficult time to protect the health and safety of our employees, independent contractors, partners and customers.

Sincerely,

Michael Brannigan  
President & CEO, The Suddath Companies