



**LTL FINAL MILE INTERMODAL POOL TRUCKLOAD**

Dear Valued Customers,

Three months ago, no one could have predicted the unprecedented circumstances surrounding us today. While the COVID-19 situation is dynamic, our priorities are unchanged. Now, more than ever, we are focused on the health and safety of our associates across the country and on the well-being of our customers. Our commitment to serving our customers has never been stronger than it is today. To do the best we can to maximize the safety at our facilities and to continue to serve our customers' service needs, we have, among other things:

- Created a COVID-19 task force that is in daily communication with our facilities;
- Posted CDC directives on preventing contraction of COVID-19 and staying home when sick at each Forward facility;
- Contracted professional cleaning vendors to thoroughly disinfect our facilities and have distributed additional disinfecting supplies to our entire network;
- Required completion of pre-screening Questionnaires by all vendors or guests visiting our terminals;
- Allowed picture uploads of installations or drop-offs in lieu of signatures in our Home Delivery business and allowed our drivers to handle all data entry, versus sharing the scanner with consignees, in our Pool Distribution business, all in an effort to support social distancing;
- Provided IT support to allow teleworking for personnel who can work from home; and
- Provided our drivers and other workers with "essential service letters" in jurisdictions with stay-at home orders, to provide support that the individual who carries the letter is working for an exempted "essential service."

As our response plans evolve, we will provide updates. Currently, all of Forward's locations are open and operating normally, and we will continue to work diligently to provide the services our customers expect while keeping our people and our partners safe.

We are extremely proud and grateful for our amazing team and network of partners who are working harder than ever to serve you. We are here for you today and will be here for you in the future. Your ongoing support means so much to the entire Forward team.

Thank you for your trust in Forward.

Tom Schmitt  
Chairman, President and Chief Executive Officer

