



LTL FINAL MILE INTERMODAL POOL TRUCKLOAD

Dear Valued Customers,

We appreciate the trust you place in us to handle your logistics and transportation needs. For that reason, we want to provide you with an update on our response to the COVID-19 situation and the steps we are taking to maintain the service you need while doing what we can to mitigate this new risk.

First, all of Forward's locations are currently open and operating normally. If we experience any service interruptions, we will publish those promptly on our websites (<http://www.forwardair.com>, <http://www.cstruck.com>, <http://www.forwardairsolutions.com>). To minimize the possibility of that happening, we are responding aggressively to the COVID-19 situation. Below is a list of some of the important steps we either have taken or are in the process of taking now:

- We have stood up a COVID-19 task force to guide our response. This team is closely monitoring guidance and updates from the Centers for Disease Control and Prevention ("CDC") and is enabling us to react and respond quickly to a changing situation.
- We have provided our managers and employees (including employee drivers) with education and guidance consistent with CDC recommendations to reduce the chances of contamination in our facilities and at your and your customers' locations that we "touch."
- We have enhanced and expanded our cleanliness and sanitizing efforts at our terminals and offices to reduce the possibility of infection and transmission.
- We are contacting all of our independent contractors and third-party motor carriers and confirming that they and their drivers have implemented appropriate precautions consistent with CDC guidelines to reduce the risk of infection and transmission of COVID-19.
- We have implemented restrictions on business travel and attendance at business tradeshows and large gatherings for our teammates.
- We have enabled remote work for some of our employees, and we are finalizing contingency plans to allow for the potential of expanded remote work to ensure that we will be equipped to provide you with uninterrupted service.
- We are putting contingency plans in place to respond to potential facility closures, vacillations in freight volumes and/or interruptions in driver capacity.

The COVID-19 situation is dynamic, and therefore, we fully expect our response plans and actions will change as the situation evolves. We are committed to providing you updates about any meaningful changes in the steps we are taking.

We appreciate the trust you place in us to keep your business moving Forward. For so long as COVID-19 remains a threat, we will work together with you to do everything we can to provide you with the service you need in a safe and healthy manner.

Thank you for your continued trust in Forward.

Tom Schmitt
Chairman, President and Chief Executive Officer

