



Corporate Headquarters
1330 Lake Robbins Drive
Suite 215
Woodlands, TX 77380

March 24,2020

Dear Valued Customer,

As the COVID-19 coronavirus crisis continues to develop, we want to provide an update on A&R's response plan and activities. We want to reiterate that we are monitoring the developing situation and taking every step possible to protect our employees and to provide continued service to you.

Our top priority continues to be the health and safety of our employees and the employees of our customers, partners and vendors. In addition to the steps and actions we outlined in our letter last week, please see further updates below:

- For any “shelter in place orders,” A&R’s position is that we are exempt as a “critical infrastructure sector” as defined by the U.S. Cybersecurity and Infrastructure Security Agency (CISA). CISA has defined 16 Critical Infrastructure Sectors, including the Chemical Sector and Transportation Systems Sector.
 - We are distributing letters and the CISA designation to all affected employees should they be stopped by law enforcement officials. We are also providing contact information for our SVP, Chief Strategy and Legal Officer for any questions that may arise.
- We are issuing new guidelines and procedures for any drivers, visitors, or contractors coming into A&R facilities. The guidelines are being sent simultaneously with this communication. Please distribute the guidelines to your team who interacts with A&R. We appreciate your partnership to keep all of our collective employees safe.
- We have had one confirmed case of COVID-19 in our Highlands, TX location. We conducted a full investigation and notified all employees, customers and suppliers the affected employee came into contact with during the 2 weeks prior to the positive test result. We also conducted a thorough sanitizing deep cleaning of all Highlands locations following all CDC protocols for sanitization.
- For any confirmed cases of COVID-19, we will conduct a full investigation. Any and all areas the employee came into contact will be disinfected following the CDC cleaning protocol:
 - A&R Logistics will close off areas used by the ill persons and wait as long as practical before beginning cleaning and disinfection to minimize potential for exposure to respiratory droplets.



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- Cleaning staff will clean and disinfect all areas (e.g., offices, bathrooms, and common areas) used by the ill persons, focusing especially on frequently touched surfaces.
- A&R will continue to be fully transparent with our customers. We will provide numbers and locations of any positive tests and will notify any customers, vendors or suppliers who may have come into contact with an infected A&R employee. However, it is crucial to us to protect our employees' privacy, so we will be measured with the details and information we provide on any such incidents.
- A&R established a COVID-19 Response Team with leads from HR, Safety, Legal, and Communications to address any issues related to COVID-19 so we act consistently and quickly.
- Instituted mandatory work from home policy for all employees able to perform their job function from home, effective Tuesday, March 17, 2020.
- Conducting Town Hall meetings with all employees to ensure safety awareness information is provided across the organization.

We have not yet experienced an impact on the level of service we provide, however we will continue to update you if that changes.

Again, thank you for your continued partnership.

Alex Buck

A handwritten signature in blue ink, appearing to read 'Alex Buck', is positioned below the printed name.

Chief Strategy & Legal Officer