



To: Montgomery Entities Customer Partners
From: Rollins Montgomery, CEO
Date: April 14, 2020
Re: **Montgomery Entities COVID-19 Operational Update**

Montgomery Entities is proud to be deemed an essential business by the Department of Homeland Security and CISA. We continue to be fully operational, servicing the needs of our customers, professional drivers and our great nation.

Below are some things we are working on to keep your team members safe:

- **Electronic Bill of Lading (BOL):** We began a trial with one of our top customers on an electronic BOL. This will allow our professional drivers to enter customer facilities with a hands-free approach. We are eager to invest in the future of the trucking industry and be on the cutting edge with our technology capabilities. We will be ready to have further conversations with all our great customers within the next week.
- **COVID-19 PPE:** We have secured hand sanitizer and other PPE measures for our professional drivers to ensure their safety as well as yours. We deployed masks to our entire fleet to abide by shipper and consignee policies and all state and city mandates.
- **Task Force:** We have established a COVID-19 task force that meets daily to keep up with the constant shifts while continuously implementing new initiatives to keep our employees, their families and our customers safe.
- **Employee Status:** Majority of our office personnel are reporting to the office. Those who are voluntarily working remotely are well equipped with the IT infrastructure to support all your needs.
- **Customer Communication:** We have implemented a weekly call procedure for your RSM to reach out to you to ensure your safety and service needs are being met. We welcome the opportunity to collaborate further with you and your customers on proactive measures we can implement as an industry to better enhance our safety.

You have my commitment that we will continue to battle through these challenging times as partners. I have no doubt that these times we fight together today, will make us stronger tomorrow. Thank you for your continued support.