



Americold Customers,

As the coronavirus 2019 (COVID-19) outbreak continues to evolve, I'd like to address the steps we are taking to keep people safe and healthy and protect the integrity of the supply chain. We are closely monitoring the situation and following guidance from the CDC and WHO.

Here are the steps we are taking to protect our Associates and your brand:

Communications:

- We continue to reinforce our standard health protocols, and have posted additional reminders for our Associates to be diligent about personal hygiene. Translated materials have been provided to meet the needs of our global and diverse audience.
- Our Executive Leadership Team is closely monitoring the latest information available on COVID-19 and providing guidance internally on a regular basis.
- Mandatory briefing calls have been held for our global leaders to reinforce our standard health and safety protocols and review preventative measures.
- We launched a COVID-19 response team to address any questions or issues as they arise, accessible via a dedicated email address and global hotline that are staffed 24/7.

Travel & Meetings:

- We are requiring all work travel that is not based on compliance/legal mandates or customer requirements be postponed.
- Associates that have traveled for personal reasons to any of the countries on the CDC's restricted travel list have been asked to report their travel to their supervisor. Supervisors have been instructed to report this information to our hotline or dedicated email and we are taking the appropriate measures.
- All large meetings (defined as 10 people or more) that require air travel are being postponed.

Our Sites:

- Visitors, contractors and carriers at all Americold sites are also required to fill out a screening questionnaire to identify any recent illnesses and travel that may affect our business. They will not be allowed access to our facilities if they answer 'yes' to any of the questions. Carriers will be asked to remain in their trucks, and we will load and unload their trucks.
- We have increased our cleaning schedules for shared spaces and commonly touched places at all sites.

- We have provided access to additional hand sanitation stations at our sites.
- We have communicated with tenants at our sites emphasizing our standard protocols and requesting additional preventative measures, like completion of Site Visitor Access Questionnaires for those sites with shared spaces.
- We are consulting with site leaders as needed to address any specific questions or concerns.
- We continue to leverage our standard food safety processes to ensure the integrity of your product.

Business Continuity

- We have reinforced our existing business continuity plans which account for site-specific needs.
- Our standard staffing mitigation plans and options include leveraging alternate shifts, salaried personnel, and resources from neighboring sites.
- We have circulated additional staffing mitigation resources, including supplementary temporary labor, to assist our site leaders.

Our commitment to be your provider of choice in the temperature-controlled storage space continues as we navigate this disruptive time. We strive to be flexible in meeting your needs and responding quickly to your requests. With an expansive network of sites, we are able to offer alternatives for space if needed.

We appreciate your business. Thank you for choosing us as your partner.

Sincerely,

A handwritten signature in black ink, appearing to read 'Fred Boehler', with a stylized flourish at the end.

Fred Boehler

President & CEO

Americold