

This special edition of the Loup Look is intended to give you a better understanding of our COVID-19 response plan. In addition to the [March 6, 2020, communication from Kenny Rocker, EVP, Marketing & Sales](#), please find the additional statement relative to the COVID-19 situation.

Loup's COVID-19 Response Plan

To Our Customers,

To address ongoing service for our customers during the COVID-19 outbreak, Loup's parent company, Union Pacific, has a pandemic operating plan in place. This includes establishing a Command Center to be staffed by personnel who are essential to continued train operations. This team of operating and support personnel is responsible for transportation plan adjustments, traffic diversions and equipment planning, among other functions, as supply chain changes or disruptions occur. Members of this team will also ensure protocols are followed to facilitate proper communication between operating and support staff and customers.

The pandemic operating plan is in place so that we have the capacity and resources to handle your business when your freight is ready to move. Today our rail network is fluid, and by working closely together with you, our customers, we will continue to maintain network fluidity and also make sure we have resources positioned properly when we need them. It will be important for us to understand forecasts and any other relevant circumstances.

Additionally, at Loup, we are working closely with our truck carriers to ensure we have ample capacity to keep your supply chain moving efficiently. These carriers have confirmed they are following the Centers for Disease and Control (CDC) recommendations and best practices to prevent the transmission of the virus. To date, we have not received any feedback regarding negative capacity impacts.

At Loup's Cold Connect facilities, our food safety practices already overlap with recommendations from the CDC and the World Health Organization (WHO). We follow food and drug industry measures known as GMPs (Good Manufacturing Practices) and hold ourselves to those standards through annual voluntary Global Food Safety Initiative (GFSI) audits. In response to the COVID-19 situation, we have taken additional measures to increase cleanings and staff communications on GMP topics.

Loup's railport and transload facilities are also following recommendations from the CDC, limiting visitors and avoiding travel for their contractors and employees on-site.

For Loup's office staff, and that of our vendors, many are working remotely. Those who cannot work remotely are practicing social distancing and are staggering workspaces in order to prevent transmission of the virus and ensure workforce continuity. We have also limited all nonessential travel and have banned travel to countries of highest risk.

We will serve our customers as long as it is safe to do so and will work with local municipalities to make that determination. Not unlike our response during a natural disaster, where our employees are impacted along with our customers (like floods, hurricanes, etc.), we will reposition various resources, including employees, to support continuing operations.

Thank you for your business. If you have any questions, please [contact your Loup Sales Representative](#).