

The Belt Railway Company of Chicago



Important information to our customers and partners regarding BRC's response to the ongoing COVID-19 (Coronavirus) pandemic

March 13, 2020

Valued BRC Customers and Partners,

As the spread of the coronavirus continues, The Belt Railway Company of Chicago ("BRC") is carefully monitoring this dynamic situation. We remain committed both to the safety of our employees and continuing service to our customers and supply chain partners. Communication and collaboration are key to the successful management of this situation. Permit me to update you on the actions we are taking.

At the BRC, the safety of our employees and the communities we serve has always been the highest priority. BRC's Executive Team is closely monitoring guidance issued by the Centers for Disease Control and Prevention (CDC), and BRC will continue to cooperate with federal, state, and local health officials as this situation develops. BRC is working continuously to ensure that office locations, crew reporting locations, locomotives, and other BRC operating locations remain supplied with cleaning and disinfecting products, and we are enhancing regular cleaning services. We have identified mission critical activities and essential employees that support those activities, and we are modifying those work areas to create additional spatial separation to ensure that those operations continue working smoothly and seamlessly for our customers.

We are preparing our employees, systems, and communication infrastructure to work remotely when applicable and should the need arise. We are closely following all guidelines issued by the CDC and keeping our employees well informed as the COVID-19 situation evolves.

BRC has initiated a Pandemic Planning Task Force, which includes representation from all departments. Task Force members are reviewing internal work group contingency plans and procedures, recognizing that specific plan elements will vary depending on the criticality of the function to operations and composition of the employees supporting the given function.

Contingency planning is ongoing. We are focused most acutely on mission critical functions, including transportation planning and operations, customer service, equipment management, train reporting and work orders, ensuring we have plans in place to maintain adequate staffing and a safe, effective work environment. Customers contacting BRC should continue to utilize normal communication channels; however, customers may experience longer than normal wait times. We encourage our customers to use BRC's web-based portal for the latest shipment information. In addition, inquiries specific to BRC's response to COVID-19 may be sent directly via email to COVID19info@beltrailway.com.

Should the need arise, we are preparing to activate our Remote Command Center, staffed by all areas essential to train operations. I commit to you that we will make certain we communicate all changes to you, our customers and supply chain partners, as we move forward.

In turn, we request that you advise us with respect to anticipated changes in your supply chains so that we can continue to evaluate and, if necessary, modify our operating plans accordingly to meet your service expectations.

BRC appreciates the trust you place in us and in our ability to support your supply chain needs. If there is any way that we can support you in other ways or you have additional questions, please reach out to your sales representative or customer service specialist. We will continue to provide updates on our activities as the events unfold.

I thank you in advance for your partnership as we collaborate to manage this situation. I wish good health to you, your family and your employees.

Sincerely,

Michael J. Grace
President
The Belt Railway Company of Chicago

