

ACERTUS Nation,

As we reflect on the past few weeks, I feel that we can all acknowledge that we have endured some extreme challenges, achieved some great successes, and overall learned A TON along the way! While the global conditions requiring us all working remote have been horrific and borderline true tragedy of what we all experienced together, I truly feel that we have all come out stronger individually and as an organization. Our key objectives were tried and proven true throughout this time...Build and grow, raise expectations, and keep innovating! Each one of those was 100% achieved and I feel extremely humbled and honored to be a part of this team.

As our re-entry into our new normal starts to become clearer, we wanted to fill everyone in on how ACERTUS has grown during this time, the changes that lie ahead, and what we are doing to keep everyone safe.

### Build and Grow

This pandemic has left most people wondering, how is the world going to be different? I think in a lot of ways the world IS going to be different, and so is ACERTUS! We have seen in these challenging times our teams rise up and deal with the obstacles head on and in very few instances miss a beat! We have talked about "Work from home, telecommuting, working remotely" whatever you wish to call it for quite a while now without making any significant changes. The silver lining to all of this, is that a very bad situation forced us out of our comfort zone and proved organization wide that supporting a "digital workforce" that embraces more flexibility and remote working is attainable.

### Raise Expectations

The benefits that working remotely to varying extents offer to our team and our organization are endless. Flexibility is not an optional concept anymore when it comes to retaining and attracting Rockstar talent in today's times. We are seeing the benefits of embracing this such as:

- Work/Life balance
- KPIs to drive the business
- Ability to focus things that MATTER
- Cost savings for our teams (reduced spend on gas/eating out for lunch)
- Teams collaborating more now than ever leveraging Zoom meetings and GLIP

The list just keeps going! Given all the positivity and benefits that we have seen in just this short amount of time we are getting serious about transitioning into a "Digital Workplace" starting now.

While teams and functions have different needs and challenges, a one size fits all approach is not going to work. Every team has different workflows and demands that may be more conducive to working remote and others may be more limited when thinking of things in an optimal workflow approach. Each functional leader has put a lot of thought behind their transition plan and we are excited to share those

with you. The intent behind all of this is to use this horrible pandemic as a springboard to embrace this change and run with it long term. We all can attest whether you are new to the team or have tenure with us, we have grown and continue to grow at an extremely fast pace. With this, our space needs have also grown substantially. Embracing this "digital workplace" approach allows us more scalability for growth while not increasing our demand for additional office space at the same rate! This is significant. Acquiring new space is expensive, labor some, and introduces challenges for our teams when we must move locations. We want to avoid this in the future as much as possible as we continue to broaden our customer base and grow the organization.

### Keep Innovating

Another new thing is that we have converted our back-parking lot at our St. Louis campus into our new St. Louis storage facility! With reduced parking needs for our staff given that we have more folks working remote, it improves our ability to interact with our carriers and drivers directly! In addition, its easy access to showcase our storage capabilities for clients that visit our office to truly give a well-rounded perspective of the service we can offer. Another silver lining that we can account for that this situation has brought to ACERTUS.

When we first transitioned home when COVID was ramping up, we moved quick and had people transitioned home within a matter of hours/days. Returning, we will be moving extremely slow and transitioning groups of folks back in with **safety and caution** being our number one priority. This transition of returning teams to the office will spread out over a few weeks timespan to ensure that we are still adhering to social distancing and executing the re-entry transition in waves. As mentioned previously, safety is top of mind and with that being the case, certain public use areas upon re-entry will be restricted and amenities that are normally available will be temporarily closed until concerns around COVID are in a much better place.

We will also will be restricting access points at the main campuses so we can ensure everyone hits our safety station upon entry to the building each day, this piece will be mandatory to ensure we are reducing any risk of bringing germs into the building. Our safety station will be stocked with necessary PPE, temperature scanners, and sanitizer.

Your management team will be communicating your return transition plan as the time gets closer, so everyone understands the plan regardless of whether a specific date is decided upon re-entry at this time. Once the re-entry date is decided by campus, we will be providing everyone two weeks' notice of the initial transition start date, so people have time to make necessary arrangements.

Thank you everyone, we look forward to seeing you and ACERTUS back at full speed here soon! We appreciate each one of you. Continue to stay healthy ACERTUS nation!