



A Message from Ports America, COVID-19 Pandemic Response

Dear Valued Ports America Customers and Maritime Stakeholders,

Continuing to provide uncompromised service while protecting employee health and safety remains the primary focus of Ports America's response to the coronavirus pandemic.

Ports America plays a vital role in the national supply chain. As a result, our front line employees were deemed essential by the Department of Homeland Security, as U.S. ports remain open for business. Throughout the COVID-19 crisis, we have worked tirelessly to maintain the highest levels of operating performance, which our customers have come to expect. While our employees have faced numerous challenges both personally and professionally in responding to this crisis, we're proud to have met these challenges head on, making Ports America stronger as a result.

As many parts of the country start to increase social and economic activity, Ports America is moving forward with our COVID-19 return to work plan for support employees. The plan will follow the instructions from the Centers for Disease Control and Prevention and state and local public health departments and will include training, screening, cleaning and disinfecting protocols along with physical distancing measures. Each Ports America location will be subject to the corresponding local conditions to ensure our employees remain safe.

Our support staff has done an outstanding job of maintaining business continuity and meeting your needs while working from home. Many employees will continue working from home until our offices are fully reopened and we will continue to observe travel restrictions and limit visitors to our facilities.

Everyone is eager to see a return to pre-pandemic levels of economic activity. Ports America has maintained our resources to meet increased volumes and demand as it occurs. Please contact our commercial team with updates on any anticipated changes to your service needs. Regular two-way communication will help ensure a smooth business recovery.

Thank you for your continued support of Ports America and please continue to stay safe and be well.

Mark Montgomery, CEO
June 12, 2020