



March 13, 2020

To our valued Customers:

As the novel coronavirus (COVID-19) begins to have an increased impact on our communities, I want to share with you some of our plans and actions we're taking across our business to help keep you, our employees, and our communities healthy and safe.

At TrinityRail, we take the safety, security and the health of our employees, customers and business partners very seriously. Our manufacturing network and businesses are fully operational and taking steps to prevent potential impact. We have enacted key prevention strategies focused on, but not limited to, 3 key areas:

1. Protect our employees, customers and our communities in order to minimize risk to exposure;
2. Effectively and safely maintain our business operations and continuity; and
3. Mitigate potential impacts to our supply chain, to include our stakeholders

We have implemented practices at TrinityRail to mitigate the consequences of this virus and will continue to monitor the evolving situation and respond appropriately. We are working to increase the frequency and extent of cleaning in our facilities, we've added resources like hand sanitizer in our workplace, and ensuring our employees have the information they need regarding preventative hygiene to stay healthy or to stay home if they are not feeling well.

We are also focused on other key areas to minimize points of exposure for our employees, customers and business partners. We are limiting non-essential travel, and are asking our employees to utilize teleconference, video-conferencing and other methods of communication with our stakeholders where appropriate. In turn, we're asking our Customers to partner with us and consider alternative methods of communication rather than visiting our plants and office locations until we know more.

These practices and business decisions are informed by guidance from the CDC, the WHO and U.S. and local government and public health agencies. We continue to monitor these agencies for information on this situation so that we can effectively adjust our business operations appropriately.

We thank you and greatly appreciate your continued support and understanding as we do our best to minimize the impact of this situation on your business, your employees and ours. I want to thank you personally for your partnership and accommodation as we learn more, together.

Sincerely,

A handwritten signature in blue ink, appearing to read "Gregg Mitchell", is written over the printed name.

Gregg Mitchell  
Chief Commercial Officer  
TrinityRail