

Dear Valued Customer,

As this challenging time continues, Greenbrier would like to provide you an update on operations and our continued dedication to our customers, employees and communities. Providing our customers with safe and uninterrupted service due to the unprecedented public health crisis surrounding COVID-19 is a key priority. We recognize and are thankful for the vital role we and our customers play in linking together the supply chains and rail service networks.

We have created a webpage that details Greenbrier's response to COVID-19. On it, you'll find messages to our employees and customers, as well as a transit letter for essential workers.

As rail workers and contractors are designated "Essential Critical Infrastructure Workers", Greenbrier's manufacturing and repair facilities are fully operational. Our office teams are available as well, though most are working remotely. We encourage you to contact your Greenbrier representative if you have any questions or concerns—we are here for you.

Greenbrier has limited visitor facility access to protect our employees and comply with local mandates. We are therefore leveraging technology to better serve our customers and continue our operations. Last week, Greenbrier announced its Virtual Sample Railcar™ program. This presentation gives our customers the ability to fully inspect their railcars remotely, from start to finish, inside and out. We're very proud of this initiative and confident our customers will benefit.

We wish you well and look toward the future.

Sincerely,

Mark Rittenbaum
EVP, Chief Commercial & Leasing Officer

Brian Comstock
EVP, Sales and Marketing