

Dear Valued Customer,

At Greenbrier, the safety of our employees and contractors, customers and the communities we serve is important to us. We are taking the necessary precautions to protect their health and safety, as well as ensure that our operations are not impacted from the coronavirus (COVID-19) outbreak. As rail workers are designated "Essential Critical Infrastructure Workers", Greenbrier's manufacturing, wheels, repair and parts facilities are all open and fully operational. Our office teams are available as well, though most are working remotely.

As state and federal requirements change, we will continue to adjust our operations to maintain safety and compliance for the health of our employees, contractors and customers. At the moment, visitor facility access continues to be restricted. Therefore, we are proud of our successful [Virtual Sample Railcar™](#) program and its benefits to customers. This live streaming program provides the ability to fully view and inspect railcars remotely, from start to finish, inside and out.

Greenbrier's core values include safety, quality and respect for people. These values have guided us in recent months as our protocols have been updated and our employees adapted. We continue to provide superior products and innovative solutions.

We wish you, your families and colleagues well and look toward the future.

Sincerely,

Mark Rittenbaum  
EVP, Chief Commercial & Leasing Officer

Brian Comstock  
EVP, Sales and Marketing