

Date: April 8, 2020  
To: Customers, Suppliers, Partners and Employees  
From: Executive Management Team  
Subject: COVID-19 Update



## ***Delivering for You, Today and Always***

### **A message to Canadians from Canpar Express**

I hope you and your families are staying safe and adjusting to the new normal as we work together to flatten the COVID-19 curve. I wanted to write to you today to give you an update on our business and how we are working hard to meet your needs during this time:

**Safety First!** The health and safety of our employees, customers and fellow Canadians is of paramount concern for us. From rapidly enabling employees to work remotely to modifying delivery protocols to ensure customers do not have to sign our scanners, we are working hard to ensure the safety of stakeholders throughout our business. As an essential service, we have had to balance the needs of continuing to operate for our customers with the new realities and requirements brought on by Covid-19 such as social distancing, enhanced sanitation processes and safely delivering freight.

**Open for Business!** As an essential service in the Canadian marketplace, we remain here to serve our customers during these unprecedented times. Our dedicated teams, from our terminals and processing hubs to delivery drivers, are working hard to meet our customers' needs daily. From healthcare to food to industrial to retail, we are proud to serve the diverse and unique needs of our vast customer base. As a courier with over 40 years of service in the Canadian market, we have seen our share of challenges come and go. Our commitment to you, our customer, remains unchanged – we provide customized courier solutions for customers from coast to coast.

**A Strong Network and Company!** As part of the [TFI International Package and Courier family](#), Canpar Express is one of many dedicated players in a larger network. When combined with our partners in our Package and Courier division, we are one of the largest courier companies in Canada. Managing cost and driving performance for our customers is in our DNA – now and always. We and our partners are here to help with your courier needs now, as we have been for over 40 years, and as we will be in the future.

**We Look Forward to Serving You!** Our employees are here for you – from our dedicated call centre to daily field operations we continue to work hard to meet your needs from coast to coast and beyond. If you are looking for shipping options, we would love to hear from you. We are merely a click or call away at [www.canpar.com](http://www.canpar.com) or 1-800-387-9335.

I want to thank you for putting your trust in us today and always. Like challenges we have faced together in the past, this too will pass. The key is we need to work together to ensure we can meet your delivery needs in a safe and effective manner in the interim. We appreciate your business - stay safe!

Brian Kohut  
TFI International