

Date: March 18, 2020  
To: Customers, Suppliers, Partners and Employees  
From: Executive Management Team  
Subject: COVID-19 Update



Considering the increased actions being taken by Governments related to the spread of the COVID-19 virus, we assure you that our highest priority is to continue to do our part to help ensure the health and safety of our customers, Canpar Express team members and suppliers while meeting our service commitments.

Canpar Express continues to closely monitor guidance from the World Health Organization (WHO) and the Canadian government. As communicated on March 12, 2020, we implemented enhanced precautions where warranted as part of the pandemic operating plans within our broader business continuity plan. Those precautions are designed to position each of TFI International's operating companies for success even under the most difficult circumstances while ensuring the safety of our customers and all Canpar Express team members and suppliers.

Canpar Express understands the important link we play in the supply chain for life saving medications, business critical parts and supplies, and consumer goods that support those who are at home during this critical period. Our network planning and operations teams are experienced with adapting to changing conditions, and we have contingency plans to address further potential sources of disruption while complying with all government regulations and guidelines related to the containment of COVID-19.

We continue to promote all the actions suggested by leading health officials such as:

- Frequent hand washing using soap and water for 20 seconds and if washing is not available, to use a hand sanitizer that contains at least 60% alcohol
- Avoid touching their eyes, nose, and mouth
- Covering coughs and sneezes

Additionally, we will continue to follow the precautions previously implemented for our team members around safety and self-isolation for anyone who:

- Travelled outside Canada
- Cared for or been in close contact with or cared for someone with COVID-19
- Experiences any flu symptoms

We will continue to follow procedures aimed at reducing the spread of the virus such as verbally collecting and recording the name of a receiver for P.O.D. (proof of delivery) purposes in addition to the address and time when completing a delivery and not requiring customers to handle / sign electronic scanners. It is important to note that the WHO have stated that the likelihood of the COVID-19 virus contaminating cardboard or other shipping containers is low but if there is a concern we recommend disinfecting the shipment or using protective apparel when unwrapping the container which will further reduce the risk.

We share the concern of all Canadians and will do our part so the virus can be contained and eradicated as quickly as possible.

Stay safe everyone,

Brian Kohut  
TFI International