



Date: March 12, 2020
To: Customers, Suppliers, Partners and Employees
From: Executive Management Team
Subject: Coronavirus

With respect to current media reports and concerns on the spread of the Covid-19 virus (also known as Coronavirus), we along with our partner companies within the TFI International Inc. group have implemented specific measures for our employees to manage through what could be a challenging time for many in the geographies in which we operate. Below is a list of guidelines we have put in place to combat the spread of Coronavirus. These have been communicated with our employees and are being implemented throughout our company and the TFI International group of companies:

Self Quarantine: Employees who have traveled to [Level 3 advisory countries](#) or have been in close contact with someone who has recently traveled to a Level 3 advisory country, are required to self-quarantine for the next 14 days, thereafter returning to work only if they have exhibited no symptoms of the Coronavirus.

Travel, Conference & Training Limitations: Immediately suspending all international business travel, and conducting only essential domestic business travel. Cancelling all conference and training session attendance. We will conduct virtual meetings via telephone or video calls wherever possible.

Promote Hygiene: Adapting regular business practices to promote improved hygiene. For example, customers not wanting to sign for delivery on a scanner will have the ability to have the driver note the package as delivered by verbally providing their name at which time a “refuse to sign” scan will be entered with the name and time of delivery for POD purposes.

Cleaning & Disinfecting: Immediately increase the intensity and frequency of periodic cleaning and disinfecting of all facilities and property.

Contingency Planning: All EVPs and managers are enacting measures outlined in our Business Continuity Plan. This may include redirection of freight through partner companies in the event of potential facility closures and the ability for our employees to work remotely if required.

Notification: A process has been put in place by which notification must occur immediately through all levels of management when an employee within the organization returns from any Level 3 advisory countries, or when an employee has been in close contact with individuals returning from such countries.

We take the health and safety of our employees, customers, suppliers and partners very seriously and would ask for your cooperation and understanding in relation to these requirements. Further updates will be posted to our website as required.

Kind Regards,

Jim McKay
President, Loomis Express