



Coronavirus Memo

March 16, 2020

Dear Valued Customer:

National Fast Freight has remained fully operational with uninterrupted service during the recent spread of COVID-19. We are monitoring the situation closely and taking all necessary precautions to ensure the health and well-being of our employees, our customers, our many partners and our communities.

In coordination with our parent company, TFI International, we have created a comprehensive business continuity plan and instituted numerous policies to ensure rapid and efficient communication within our organization regarding the evolving threat posed by coronavirus.

We have implemented and are adhering to the following best practice protocols to minimize the potential risk to our valued employees, Customers, partners and general public:

- Cancellation of all business related travel
- Limit or cancel group meetings and, instead, utilize teleconferencing resources where possible
- Encourage employees to stay at home if they suspect they are becoming ill
- Continued communication and education for employees in proper hygiene methods to avoid exposure
- Distribution of sanitizing products to all employees
- Provided employees and Drivers with disposable gloves
- Increased frequency and depth of cleaning measures
- Self quarantine of any employee who has travelled outside of Canada or anyone who has been in contact with someone whom has tested positive with this virus
- No Visitors or Contractors; other than necessity, will be permitted into our facility and only after a self-declaration and pre-screening has been completed.

In addition, National Fast Freight has analyzed, planned and is executing operational continuation strategies that will help ensure ongoing uninterrupted service for our Customers. These strategies include the following:

- Department and shift separations, including Drivers from Dispatch and Dock Staff, Dock Team from Dispatch and Office Staff and our Office Staff from our Drivers, Dock and Dispatch Teams.

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- Separating department office staff by alternating employees to work from home and our offices on rotating weeks.
- Shifted employee workstations within departments to allow for greater distances between essential working staff members.
- Determined contingency pick-up, handling and delivering terminals in all major cities, amongst other TFI LTL divisions, if required.
- Utilization of both major railroad providers, allows us the ability to shift our volumes, if required, between partners.

NFF has the strength of our TFI family of companies to support us during these unprecedented times. We will mitigate business risks with a redeployment of resources and facilities should it be required to protect service for our Customers. Additionally we have the ability to utilize multiple partners to ensure our service is maintained.

I wish you the very best in navigating the current operating environment, and please do not hesitate to contact me should you have any questions or concerns, or simply wish to discuss best practices.

Best Regards,

Carrie Draycott
Director of Operations