



Memo to Customers Regarding Coronavirus

March 16, 2020

Dear Valued Customer:

Canadian Freightways 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 the general public.

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 instituted multiple internal protocols designed to safeguard health, including travel limitations, heightened cleaning and disinfecting of our facilities, careful contingency planning, and self-quarantine as required.

In addition, Canadian Freightways is adhering to the following best practices when interacting with our valued customers and the general public:

Electronic communications – To the extent possible, our employees will look to interact with customers, vendors and others via telephone, email and other forms of digital communication in lieu of face-to-face meetings. Signing for deliveries and other exchange of paperwork will take place electronically to the extent possible.

Visitation protocols – The safety of our employees, customers, families and visitors remains Canadian Freightways' overriding priority. To prevent the spread of COVID-19 and reduce the potential risk of exposure to our employees and visitors, we are conducting a mandatory screening questionnaire for all visitors entering a Canadian Freightways sites.

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

Best regards,

A handwritten signature in blue ink, appearing to be "Tim Christensen".

Tim Christensen
General Manager