



TCD is Taking Care of Business Amidst the Covid-19 Outbreak

March 17, 2020

To All Our Valued Customers:

TransCold has been closely following the COVID-19 virus situation in the U.S. and Canada over the last few weeks. We want to reassure you that our operations are functioning at typical levels today, and we are open for business to assist you with your orders.

Our internal team has been engaged in preparations for implementing business continuity plans. Our top priorities are ensuring the well-being of our employees and maintaining our ability to serve our customers in the weeks and months ahead.

We want to share some of the steps we are taking to maintain our service commitments:

- **Controlling Exposure to Covid-19:** Our delivery staff are wearing gloves and washing hands upon every customer interaction. They are also practicing general good hygiene of washing hands when they arrive to work, when they are leaving the warehouse and upon return. We have regular communications company wide reminding all team members of preventative measures to avoid infection and encouraging social distancing.
- **Business Critical Functions:** We have identified a number of business-critical functions e.g. Warehouse, Delivery and Inside Sales and we are taking steps to ensure that these functions continue to operate to meet our service commitments. We would like to take this opportunity to remind you of our online ordering system which you can access [here](#).
- **Social Distancing Initiatives:** We have banned business travel at this time and scaled back on face-to-face meetings but are ramping up our ability to connect via phone or virtual web meeting as a means of staying connected with our customers during this time. We have made arrangements for a number of staff to work from home and implemented a work rotation where feasible.
- **Geographic Diversity:** With depots in other geographical locations, we are re-confirming our ability to shift some work to other locations should that step become necessary.

We are closely monitoring both federal and state/provincial communications to proactively update the measures we have in put in place and continue to ensure the health and safety of our staff and customers.

If you have questions about your delivery or need other assistance at this time, please contact your Outside Sales Representative/Area Sales Manager or our Inside Sales Team at – orderdesk@transcold.com .

As this issue continue to evolve, we remain committed in supporting you and keeping you informed. TransCold appreciates your business.

Sincerely,

A handwritten signature in cursive script, appearing to read "M. Leung".

Melissa Leung
President