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Date: March 16, 2020

To: Our Valued Customers

Subject: A Message from our President

As you are aware, COVID-19 continues to impact populations and markets around the world. This situation is evolving every hour, and I want to assure you that TForce Integrated Solutions is on top of it. We continue to put in place new measures based on all recent developments to protect the health and safety of our employees, our customers and the communities we serve. Here is a summary of the measures we are taking:

**Delivering Shipments with a Signature**

TForce delivery drivers and partners will release packages with verbal consent, as opposed to requiring a written signature for most types of shipments. The driver will be asking for your name to directly enter into the delivery device. This avoids the spread of germs through scanners and styluses being passed back and forth.

**Increasing frequency of cleaning practices and sanitation efforts**

We have put in place advanced sanitation practices across our network and increased the frequency of cleansing our facilities and vehicles.

**Enacting company-wide business continuity plans based on expert medical advice**

We are following leading medical advice and all Public Health Agency of Canada and Centers for Disease Control and Prevention recommendations. We have



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established a cross-functional COVID-19 taskforce with representation from senior leadership and experts across our company, and we are continually evolving robust business continuity plans that address detailed scenarios that could arise across our network. We are prepared. We are working with our customers to best serve our communities through this challenging period.

### **Limiting travel and conducting virtual meetings**

We are closely following all government-issued travel advisories and recommendations. We have advised employees to refrain from attending pre-scheduled events and tradeshows and our people are encouraged to conduct external meetings and customer meetings via teleconference or through mobile-enabled technology. If they have travelled internationally, we are asking them to remain at home and self-isolate for 14 days following their return.

We are honoured that our customers recognize TForce Integrated Solutions for our exceptional customer service. We are committed to meeting these expectations during this time of uncertainty, while going above and beyond to join the global movement to “flatten the curve” and protect the health and safety of everyone who relies on our business.



Mike Hover  
President

TForce Integrated Solutions  
Concord Transportation

