



March 12, 2020

Dear Crossroads Courier Customers,

We know there is growing concern about the impact of coronavirus from both a personal health standpoint, and from a business perspective. Ensuring the health and safety of our clients, drivers, and staff is always a top priority, and is especially critical now. Additionally, many of you depend heavily on our service to meet your own client's needs. Thus, we want you to know we have been, and continue, to work diligently to take precautions to keep everyone in our immediate reach safe and are ready to deploy business continuity plans if needed.

To ensure the health and safety of everyone around us we are conducting daily wellness checks for all personnel, have increased the frequency of cleaning and sanitizing office space, and have increased awareness and training for daily hygiene practices. Until further notice, we will not require our customers to provide electronic signatures, and instead, will take photographs for proof of delivery.

To ensure continuity of services, we have planned, tested, and partially deployed telecommuting for staff in all markets we serve. We have obtained business continuity plans from all vendors on whom we rely for daily operations and are confident in their ability to supply uninterrupted services.

If you have any concerns, please reach out to us at [executives@crossroadscourier.com](mailto:executives@crossroadscourier.com).

Sincerely,

Crossroads Management