



Letter to Customers Regarding COVID-19

We have been closely monitoring the fluid situation of COVID-19 at J.D Irving, Limited and the changing developments daily, as I know so have you.

The health and wellness of our employees remains our first priority and in focusing on this, we are also doing everything we can to ensure that we are able to service your business needs and not put any of your employees at risk.

I thought it would be appropriate to advise you of some of the numerous steps we have taken across the Transportation and Logistics Division including at Atlantic Towing to address the COVID-19 situation:

1. We have stopped all travel both national and international, except in a rare case where it is essential for our operations to continue.
2. Anyone who has travelled and arrived home on or after March 14th has been removed from our operations and asked to self-isolate at home to ensure there is no risk of COVID-19 spread.
3. All non-essential visits to our operations have been restricted.
4. We have implemented a rigorous campaign to promote effective hygiene in all operations including deploying significant supplies of hand cleaner, wipes and new soaps. We are fortunate to have an affiliate company, Chandler, who has direct access to these supplies.
5. We have also implemented a broad and extensive social distancing strategy including cancelling all non essential gatherings, limiting meeting size, using audio and video tools to avoid any contact where possible and implementing a Remote Work policy for all those who can work from home across all business.

Senior Leadership has been meeting daily to review plans and adjust accordingly as this situation continues to unfold. As well we are working with local and federal agencies to assist in any manner we can.

I want to ensure you that all our businesses are running as normal at this stage and we are doing everything possible to protect our people, sustain our full operations and ensure Atlantic Towing services your business flawlessly during this extraordinary time.

If you have any questions do not hesitate to ask.

Best Regards,

A blue ink handwritten signature of Wayne T. Power.

Wayne T. Power
Group Vice President
Transportation & Logistics Division
J.D. Irving, Limited

CC: Gilles Gagnon, Vice President and General Manager, Atlantic Towing