

FROM: Murray Mullen
Chairman, CEO and President

DATE: April 16, 2020

RE: **Coronavirus Action Plan – Update #5**

OVERVIEW

Last week's message was about challenging the politicians and the health care system, not the providers who I have the utmost respect for. I challenged the decision makers not the workers. And judging from the emails and feedback I received it appears I struck a nerve with many readers. Not all agreed with my views or my opinions, which can be strong at times, criticism I accept as fair game, but the vast majority of comments agreed that decision makers must come and tell us what they know. Everyone is entitled to an opinion and I took the occasion to vent mine. This week I change gears and will provide an update on our business and Action Plan. But trust me I will continue to express my views on behalf of you.

THE WEEK IN REVIEW

I have little to report in terms of good news other than the number of cases of COVID-19 do not appear to be as bad as earlier predictions. It is too early to declare victory but at least some hope. Unfortunately, I cannot say the news is better for the economy nor for the millions of Canadians that have lost their jobs. Businesses are shuttered, demand has been crushed and jobs are being furloughed. And our Group has not been spared. The HR departments have been virtually working round the clock trying to deal with the influx of temporary layoffs – **AND I WANT TO REITERATE WHAT I HAVE SAID SINCE DAY ONE – I EXPECT THESE WILL BE TEMPORARY.** We planned early for this day, but the planning does nothing to prevent or prepare for the emotions when reality hits. And if you are one of these directly impacted by the layoffs we will do everything we can to support you during these difficult days but more importantly we want you back! We just need the Government to start relaxing the current shutdown and kickstart this economy because once demand returns YOU will be needed.

The Senior Executive Team remains in constant contact with the Business Unit leaders and will ensure the appropriate steps are implemented to maintain the continuity of the business. We will have our work cut out over the next few weeks to manage through this health, economic and financial crisis but this too shall end. And when it does, we all shall rejoice.

CANADA HAS CITIZENS AND WARRIORS THAT PROTECT THE CITIZENS...

The way I see it, we have what I refer to as the bifurcated situation. On the one hand we have those that are sequestered and told to self-isolate, protect yourself from this devil of a virus known as COVID-19. I suppose we are deemed the non-essential workers because we are told to stay at home. The Government has mandated that we must do this because "lives are at stake". So we do it. By the way I fall into this category. I sit in a little office at my condo in Victoria trying to manage and oversee our large organization. And somehow through the brilliance of technology I am able to stay connected with the Team, with shareholders and other stakeholders. It's not my first choice of course but it is manageable, thus far at least. Now let's look at the other hand. Those of you that have been deemed **ESSENTIAL WORKERS** by the Government powers (to me you are the warriors). While everyone else has been told to stay home and self-isolate you go to work. And it matters not whether you are the grocery store clerk, the warehouse worker, the mechanic, the truck driver or the front-line health care worker, it has been said that you are **OKAY** to go about your

work. We need you because “lives are at stake”. So you do it. My responsibility to you and your family is to ensure we have mitigated the risks associated with you going to work and to implement protocols that we all can rely upon. To this end our Director of HSE & Risk Management – Randy Mercer – spends most of his time these days on COVID 19 best practices and safety initiatives. We are all in this together so please do your part in following all of the safety guidelines but also let us know if there are concerns that need addressing.

HAVE YOU NOTICED SOMETHING SPECIAL?

The front-line worker is being recognized like I have not witnessed in my lifetime. Funny how adversity works. It brings out the very best of so many. I include in this week's message a note from a driver at our Tenold Group who shared his good news story with our Company. It is about an act of random kindness from a complete stranger. Haven't seen or heard of a better story than this one and we see so many good ones these days. You see amidst the chaos of the crisis there are signs of real hope. Stay Safe.

Sincerely,



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Excerpt from April 9, 2020 e-mail from Tenold driver to Mayor of Port Hope, Ontario.

Good morning sir;

I am a Canadian long haul truck driver and have been working during this coronavirus pandemic. I had just recently come back to Canada (Thursday, April 9) after returning from delivering a load into Georgia and then picking up a load in Alabama.

I stopped briefly at the On Route travel plaza in Port Hope, Ontario where I was greeted by a gentleman, donning a mask and gloves as a precautionary measure, holding a hand written note offering to buy me lunch in appreciation for what the truck drivers are doing during this time. At first I dismissed the offer because it took me by surprise, but the gentleman insisted and gave me \$20 to buy myself lunch. After thanking me again for what I'm doing during this time, the gentleman left just as quickly as he had arrived.

I sat with the money in my hand and I began to cry. Although tired and missing loved ones while on the road during this crisis, the gesture of kindness from one person is incredibly encouraging and gives me a sense of significance.

I believe that I can speak on behalf of all truck drivers while including first responders, medical staff, grocery workers, truck stop operations staff, coffee servers and other essential services; that family, friends, neighbours and fellow Canadians are worth the effort!

Thank you.

Humbly,

*Steve
Truck driver, Tenold Transportation*