

Erica Krauss

From: Livingston International <simplify@livingstonintl.com>
Sent: Monday, March 16, 2020 2:06 PM
To: Erica Krauss
Subject: An important update from Livingston International



Dear Valued Customer,

The rapid spread of COVID-19 is of tremendous concern to our organization and the businesses we serve. As an employer of approximately 3,000 associates in Canada, the U.S., Mexico, Europe and Asia, the health and well-being of our team members and their families is of paramount importance. We see ourselves as part of a greater community, all working together to “flatten the curve” and doing our part to reduce the potential spread of COVID-19 among the communities in which we work.

How we’re responding

We have instituted a number of policies and procedures to reduce the possibility of Livingston personnel being exposed to the virus and, in turn, spreading it to others. These include:

- Work-from-home mandates for associates able to do so.
- Social distancing procedures for all associates unable to work from home.
- Severe restrictions on business travel.
- A requirement for all associates returning from personal travel to self-isolate for 14 days.
- A requirement for all associates exhibiting signs of illness to self-isolate for 14 days.
- Ongoing requirements to abide by the hygiene regime outlined by the World Health Organization.
- Business continuity programs at our local, national and global levels to ensure we continue to provide critical services to our clients.

Limiting disruption

At the same time, we also recognize the critical role we play for businesses around the world for which we facilitate time-sensitive supply chain functions. Since the onset of the COVID-19 outbreak, we have made it our mandate to balance our associates’ health and well-being with business continuity. The policies we have put in place are carefully and strategically designed to limit disruption to our operations that result in delays for our customers. However, given the extent of the outbreak and the impact it is having on economic, social and governmental institutions, there may be instances in which service delays or disruptions may be unavoidable.

Keeping our ear to the ground

Livingston is in regular contact with customs agencies and will continue to work with those agencies to adapt to any changes in administrative and procedural requirements. We are committed to keeping our customers apprised of any anticipated or existing delays in a timely manner, be they related to Livingston's operations or operational/procedural challenges in transportation and/or administrative/technical challenges at customs agencies. We will do this proactively as often as possible, but encourage you to check our website regularly for updates.

We appreciate your patience and understanding as we work to secure the health and safety of our associates while continuing to service those businesses that rely on us to move goods across borders.

Sincerely,

Your Livingston Team

Livingston International



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