

RE: CEVA Logistics – COVID-19 Customer Communication

March 13, 2020

Dear Partner,

As a valued partner with CEVA Logistics, I appreciate the trust you place in our associates to help manage your freight and supply chain both locally and worldwide.

In the current environment, I want to update you personally on the situation with COVID-19 (coronavirus) and the steps we are taking to ensure the continuity of service to you and to ensure the health and safety of our personnel.

We are carefully monitoring the unfolding situation and have implemented the initial phase of our Pandemic Continuity Plan, which includes:

- Increased industrial cleaning and disinfecting practices for all office and warehouse spaces
- Communication to all personnel of required hygiene practices and symptom awareness
- Banned business travel for all personnel and restricted visitor access to all facilities

As the spread of the virus warrants, we will expand the implementation of the Continuity Plan. We have identified the essential business activities, personnel, and on-site/off-site arrangements to sustain business-necessary functions and operations. Obviously, the evolving situation will influence patterns of commerce and continue to affect global supply. We are prepared to ensure the safety of our employees, minimize the disruption to our business partners, and develop new solutions to obstacles that arise from this crisis.

We are closely monitoring the information provided from the Centers for Disease Control (CDC), the World Health Organization (WHO), and the health organizations that support the specific communities with CEVA Logistics facilities.

As transparency is one of our core values, we are committed to keeping you fully informed as the situation evolves. Feel free to cascade this letter to others within your organization as needed. Please contact your CEVA Logistics representative or myself if you would like additional information.

Thank you for your continued trust and I hope everyone in your organization remains safe and healthy.

Regards,

A handwritten signature in black ink, appearing to be "Jérôme Lorrain". The signature is stylized with a large, sweeping loop on the left side and a horizontal line across the middle.

Jérôme Lorrain
Managing Director, North America