

**RE: CEVA Logistics – COVID-19 Customer Communication (2 - Tues)**

March 24, 2020

Dear Valued Customers,

Together, we are facing an unprecedented situation in North America and around the world. As government and private sector responses to the growing coronavirus (COVID-19) crisis become more restrictive and far-reaching, the impact on consumers and continuity of business becomes increasingly more challenging.

Currently, both the Mexico-U.S. border and the Canada-U.S border have closed to non-essential travel. Over thirty States in the U.S. have mandated closures of restaurants, bars, and gatherings over 10 people with several States ordering shutdowns of all non-essential businesses. The situation is extremely dynamic, however, we are committed to keeping you informed on a weekly basis of the measures CEVA Logistics has in place to minimize disruptions and offer options for your freight and supply chain needs.

Deemed as part of the “Essential Critical Infrastructure Workforce”, CEVA Logistics will remain operational. All support and non-operations personnel are working from home with the necessary hardware and technology support. Our essential operations personnel, as well as Managers and Supervisors, are following strict social distancing, safety, hygiene, and staggered shift protocols as they continue to facilitate freight and logistics efforts.

Within our extensive network of facilities across North America, we have been able to reroute, scale, and develop flexible options to meet the unique requirements our customers are facing at this challenging time. Our logistics experts are at your service and empowered to use the full weight of our global presence to help ensure your supply chain commitments are met.

I appreciate the trust you place in our associates to help manage your freight and supply chain and I am confident that working together, we all will prevail.

Feel free to cascade this letter to others within your organization as needed. Please contact your CEVA Logistics representative or myself if you need 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 loop and a horizontal line crossing through it.

Jérôme Lorrain  
Managing Director, North America