

Erica Krauss

From: Concordia <NoReply@ConcordiaFreight.com>
Sent: Thursday, April 9, 2020 4:10 PM
To: Erica Krauss
Subject: Important COVID-19 Message From Concordia
Attachments: hawb.png



Concordia COVID-19 Service Continuity Plan

April 9, 2020

Dear Erica Krauss,

Here at Concordia our commitment to our customers extends well over 40 years. Over this time it has always been our duty to assure you the safe and timely movement of your cargo when delivering to your doorstep, or your place of business - COVID-19 will not be an exception.

As the world is adjusting to the impacts of this virus, Concordia is working diligently to maintain the flexibility and control to handle your cargo still in an effective and timely manner. We are following closely the guidelines set forth by the CDC and WHO and we are applying their recommendations to all of our staff globally. The procedures we have set in place will help protect our employees from the virus, as well as allow a worry free service to our customers. These measures include:

- Sanitizing our facilities and equipment regularly**
- Educating our staff about the virus and any updates that are given**
- Educating and enforcing a hygiene procedure for staff working on-site and at home in restricted areas**
- Installing hand sanitizing stations at shipping areas and office entrances**

Over the course of Concordia's existence we have seen a multitude of events take place around the globe and these past challenging situations is what will guide us through today. Concordia is skillful at preparing and initiating contingency plans and our vast network allows us the flexibility we need to do so in a moment's notice.

Concordia will continue operating all hands on deck with your cargo as our number one priority. Concordia's entire team of freight forwarding professionals continue to be totally committed to providing continuity of service through this difficult time and to ensure that your cargo moves in the most expedited manner while mitigating increased costs during this time of limited cargo lift.

Should you have any questions at all, feel free to contact any of our offices at your convenience.

Sincerely,

Your team at Concordia International Forwarding Corp.