

AppleExpress

To: Apple Express Clients
From: Apple Express
Send Date: March 24, 2020
Subject: Coronavirus (COVID-19) – Apple Express Update

Dear Valued Client,

As you are well aware, containment of the coronavirus or COVID-19 is the responsibility of every Canadian. You can remain confident that Apple Express is managing this evolving situation actively. We are ensuring social distancing and have as many employees as possible working from home.

In accordance with all Municipal, Regional, Provincial and Federal directives, we continue to provide our customers with essential services during this Global challenge.

As always, our response to this situation will be led by two guiding principles: putting our people first and ensuring our company's overall capabilities to best serve our clients.

With this in mind, Apple Express has implemented the following new policy:

Social/Physical Distancing Delivery:

Delivery recipients are not required to sign for a delivery on paper or on a device.
We will place the delivery on a safe surface and step back 2m.
We will ask for the recipient's first and last name for our records. We may also take an image of the delivery.
We will not leave any parcel unattended unless that service level has been selected.

Current Policies in Place:

No Visitor Facility Policy:

We have instituted and are maintaining a No Visitor policy in all of our locations. This policy is to protect our ability to continue operations and protect our people.
If you have scheduled a visit to one of our locations, please contact your Apple Express representative in order to make alternate arrangements.

Revised Travel Policy:

Our leadership has made the decision to prohibit all company travel that is not directly related to operational requirements.

Enhanced Housekeeping:

All Apple Express locations have been provided with additional preventative supplies to help maintain a healthy workplace, complete with tissues, disinfectant wipes, and alcohol hand sanitizer throughout workspaces and conference rooms.

We are supplementing with PPE where applicable.

Equipment and common spaces will be regularly cleaned and disinfected by our janitorial staff, leadership and employees alike.

Employee and Delivery Personnel Guidance:

In line with WHO and Health Canada direction, we are guiding employees to help prevent the spread of viruses through Personal and Environmental Hygiene measures.

We have instituted social distancing in all of our locations. All internal meetings are being performed remotely.

Employees and delivery personnel are encouraged to notify their supervisor or dispatcher and call a health care provider for advice if they have symptoms of the virus including a fever, cough or shortness of breath or if they have been in contact with any confirmed case.

Any employee or delivery resource exhibiting these symptoms will be asked to stay home and self-isolate for the required 14 day period.

Delivery personnel remain active and have all been advised to respect modified entry requirements during the course of this work.

Returning Travelers Policy

Employees and delivery personnel that are returning from travel outside of Canada will be asked to remain home for a 14 day period.

Work from Home

We have successfully implemented Work at Home capability for the majority of our internal staff. We are utilizing technologies and systems that have provided a seamless migration of our staff to the safest place, their homes.

We continue to operate our facilities with increased diligence and access protocols to ensure any employees remaining in our sites are protected and safe as well.

We continue to monitor all Federal and Provincial measures as they rapidly change to remain as proactive as possible in anticipation of any possible situation that may affect our operations.

We recognize that the current and future conditions around this global challenge means Canadians are becoming more and more reliant on our services. It is our commitment to continue to provide these critical functions to our customers.

If you wish to discuss further, please do not hesitate to reach out to your Client Solution team.

ClientSolutions@AppleExpress.com

Stay Safe and Healthy.
Apple Express Courier Ltd.