



March 24, 2020

ATS Healthcare COVID-19 Communication

To our valued customers:

First and foremost, I would like to wish good health to everyone. We are amid unprecedeted times and it's critically important for us to follow all necessary guidelines.

In recent weeks, the global pandemic has continued to require decisive actions by provincial governments. The governments of Quebec and Ontario have mandated closure of non-essential businesses in Quebec and Ontario, effective Tuesday March 24 at 11:59 PM. The announcements assured that essential services will continue, including of course, the delivery of medications and other essential healthcare products.

ATS Healthcare plays an important role in ensuring the safe delivery of critically important healthcare products. We take this responsibility very seriously.

ATS Healthcare is an essential business, committed to delivering life sustaining medicine and other healthcare products on behalf of you, our customers. We will remain open and will strive to operate at high efficiency during this challenging time.

We have already implemented our Business Continuity Plan – which we have shared with many of you. Our entire executive team and other members of the BCP team meet daily to review the previous day's events and adapt our operating plans to ensure the safe distribution of your essential products.

We have been experiencing larger volumes than usual; but thanks to the commitment and dedication and sacrifice of ATSer across the country, we have been able to execute with minimal issues. Our team will continue to work closely with customers in prioritizing transportation of critical products. We will also continue to work with all receivers of these critical products to ensure that deliveries are made as expected. As you can appreciate, a lot of the distribution centers we deliver to are having their own issues.

All of us at ATS are very proud of the service we provide and the role we are playing to assist others during these unprecedeted times. Managers, drivers and warehouse personnel are working long hours to ensure that deliveries continue in a safe and timely manner.

We will remain in constant contact with you during the ongoing crisis.

Yours in Health,

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