



March 18, 2020

To our valued customers:

We at Oceanex continue to monitor the ongoing effects of the COVID-19 virus. Our Pandemic Steering Committee is meeting regularly and assessing the situation which as you know is rapidly evolving. At Oceanex, our primary focus is to take the necessary actions and precautions to safeguard our employees, their families, our communities, our partners, and of course you, our dedicated customers.

Over the course of the past few weeks, we have been following the guidance of government and public health officials and to date have taken the following measures:

1. Ongoing employee communications regarding the recommendations of public health authorities relating to travel and other preventive measures.
2. Increased sanitization measures at all Oceanex locations, including our fleet of vessels, trucks, and equipment.
3. Introduction of essential business travel only for all employees.
4. Limiting the number of face to face meetings with customers and vendors and relying more heavily on electronic communications with our business partners.
5. Any employee that has been on a cruise ship, has travelled outside of Canada, or is experiencing symptoms associated with COVID-19 is not permitted to return to the workplace for a 14-day period. This same directive is being applied to any visitors to our sites.
6. Limiting access to essential personnel only onboard Oceanex vessels.
7. Development of work from home program for all nonessential employees.
8. Development of contingency and communications plan in the event that one of our sites is impacted by someone infected with the COVID-19 virus.

As indicated above, during this time of uncertainty and concern, we are doing our utmost to safeguard our employees. With this in mind, we respectfully request that all visitors that must attend an Oceanex site confirm the following:

1. That they, or any person they have had contact with, have not travelled outside of Canada within the last 14 days.
2. That they have not had close contact with a person with acute respiratory illness within the last 14 days.
3. That they have not visited or stayed in a closed environment with any patient with cold or flu-like symptoms within the last 14 days.
4. That they did not experience any of the following symptoms (fever, cough, or shortness of breath) within the last 14 days.

As noted above, Oceanex is making every effort to limit the contact between our employees and outside parties. We trust that all visitors have implemented similar preventive measures as we have described above. With this in mind, should it be necessary for anyone to access an Oceanex

CORPORATE OFFICE

Suite 701
Baine Johnston Centre
10 Fort William Place
St. John's, NL, Canada
A1C 1K4
(709) 758-0382

ST. JOHN'S

385 Water Street
P.O. Box 5097
St. John's, NL, Canada
A1C 5V3
(709) 722-6280

HALIFAX

577 Marginal Road
P.O. Box 2468 Central
Halifax, NS, Canada
B3J 3E4
(902) 429-9201

MONTRÉAL

2550-630 boul René-Lévesque O
Montréal, QC, Canada
H3B 1S6
(514) 875-9244

TORONTO

Suite 114
2550 Argenta Road
Mississauga, ON, Canada
L5N 5R1
(289) 998-9244

**ISO 9001
CERTIFIED**





site, we will make every effort to practice social distancing and minimize interaction with personnel.

No doubt you are continuing to assess your supply chain readiness and security in these challenging times; as you do so, please know your products continue to flow uninterrupted to Newfoundland & Labrador via Oceanex. We are committed to continuing to operate in a safe, responsible and efficient manner, and in doing so ensuring that trade continues to the province without delay.

Thank you for your understanding and continued commitment to Oceanex. We wish you and your team continued good health.

Sincerely,

A handwritten signature in black ink that reads "Matthew Hynes".

Matthew Hynes
Executive Vice President