



Customer Communication

March 13, 2020

The Oceanex team is closely monitoring the spread of COVID-19 and wish to provide you with an update on our preparedness should the virus outbreak impact any of our business operations. We understand the responsibility entrusted to us to ensure essential goods continue to flow unimpeded and we are committed to meeting that objective while ensuring the safety of our staff, visitors, partners and the public at large during this pandemic.

First, we can assure you that Oceanex is continuing to operate efficiently and on schedule and has implemented several measures to ensure this continues under the direction of the Oceanex Pandemic Steering Committee. This Committee is following the guidance provided by the World Health Organization (WHO) and Provincial and Federal health authorities with respect to preventive measures. Given the fluid and evolving nature of COVID-19, the following actions have been taken to date:

- Ongoing employee communications regarding the recommendations of public health authorities regarding travel and other preventive measures.
- Increased sanitization measures at all Oceanex locations, including our fleet of vessels.
- Introduction of essential business travel only for all employees.
- Limiting the number of face to face meetings with customers and vendors and relying more heavily on electronic communications with our business partners.
- 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 workplace for a 14-day period. This same directive is being applied to any visitors to our sites.
- Limiting access to essential personnel only onboard Oceanex vessels.
- Development of a comprehensive contingency plan for continued operations in the event of reduced staff, office closures, etc.

We are closely monitoring this situation and will commit to keeping you informed as the situation evolves. Should you have any questions, please contact our Customer Service team or your local Account Manager.

Thank you,

Oceanex Inc.