



# Atripco Delivery Service

A Division of Trailermaster Freight Carriers Ltd.

34 Canmotor Ave.  
Toronto, Ontario  
M8Z 4E5  
416-252-7721

March 25, 2020

Re: Atripco Pandemic Response Plan

To all our valued customers,

Atripco would like to take the opportunity to address revised procedures and operations at our company due to the unprecedented circumstances we face in regard to the Covid-19 pandemic.

Atripco has taken pro-active measures to ensure the security of our facilities; including having made arrangements for the majority of our staff to work remotely from home and employing access limitations throughout our buildings to restrict unnecessary movement/gatherings throughout our facilities.

We have implemented screening procedures for our staff and drivers whereby they are required to self-certify each day that they are healthy and symptom free. They must also not have had contact with anyone that has recently travelled or has tested positive for Covid-19. In the event that any staff member or driver reports any symptoms of illness they are immediately sent home and are being asked to self-isolate as per Health Canada guidelines.

Please note that our drivers are no longer obtaining signatures for any deliveries. Our drivers are expected to place all packages in front of the consignees door, ring the bell, step back 6 feet, and if possible wait for the package to be retrieved by the receiver. At this point we will ask for the person's name and this will be recorded as the Proof of Delivery.

Our warehouse is operating on a skeleton staff. During this time our customers can help us by ensuring that all items are;

- Properly packaged.
- Clearly labeled with the printed waybill from Atripco's online portal or at minimum clearly printed shipping information - Name, Ship To Address, and the order number. (This helps to limit manual/special handling required in our warehouse)
- We recommend that you provide a contact name AND phone number for both pickup and delivery portions of the order. We are much more likely to be successful with your delivery if we have the ability to contact the sender and receiver if required.

We are actively communicating best practices for health and safety to our team and we are expecting that all members are following social distancing and sanitary measures to the absolute best of their ability.

In the event that any of our drivers encounter a situation that they feel is unsafe they have been asked to communicate this information to our dispatch team and we will work to make alternate arrangements. Please know that during this time we will endeavor to accommodate requests for special accommodation, however as we work remotely and prioritize health and safety, not all requests may be accommodated. We ask for everyone's patience and understanding during this time.

Please know that Atripco provides significant logistics, warehousing, and distribution for both the healthcare and grocery supply chains in Ontario. We are taking this situation very seriously as we work

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to ensure the continued delivery of linens, masks, sanitizers, surgical supplies, medications, and groceries to Southern Ontario. We recognize that Atripco plays a significant role in the final mile of delivery and that this is more crucial than ever.

During this time we ask our clients to please show our drivers and our team the respect and appreciation that they deserve. Our dedicated team continues to work hard each day to ensure that our clients and our community continue to have access to the life-saving supplies our healthcare system needs to function and that families receive food at their door to feed their children. I would sincerely appreciate if during a delivery you could take a moment to say thank you to our driver team for their continued efforts during this time.

I wish everyone health and safety during this time and sincerely thank you for your continued support.

Drew Service  
Vice President, Operations