

Dear Valued Customer,

As the impact of the Coronavirus (COVID-19) continues to evolve, we want to ensure you that we are fully committed to continuing to serve our customers without interruption and in the safest way possible. Below is a summary of some of the updates that affect you, our customer:

How is Siemens Transportation Group Inc. responding to COVID-19?

As part of our response plan we:

- Have limited access to our offices and encouraging Social Distancing across all aspects of the business.
- We have Employees working from home where they can and have relocated some departments to offsite locations for physical distancing.
- Ask that Customers and Suppliers do not visit our office. We are limiting face-to-face meetings and therefore ask that all communication be performed by phone or email.
- Implemented enhanced cleaning and disinfecting protocols in our offices, maintenance facilities and trucks.
- Are committed to constant communication with our Drivers, Customers and Suppliers as the situation continues to evolve. Updates can be found on our website: www.siemenstransport.com.

How Can We Communicate Our Restrictions?

We understand that each customer has implemented specific restrictions and/or instructions for their facilities during this time – with the possibility of this changing day-to-day. We ask that you kindly post any restrictions/instructions on your receiving doors so that our Drivers are aware of any guidelines prior to entering the facility. This ensures our Drivers are dealing with the most up to date information.

Upon delivery of freight (and if requested) customers must ask for “No Signature Required”. This will be noted in our system.

The Canada-US Border Is Closing, What Does That Mean for Trucking?

Canada and the United States have come to the mutual decision to close their shared border to non-essential travel, effective at midnight on March 20, 2020. The government has ensured that commercial truck drivers will not be impacted by the closure. The movement of goods across the border remains an essential service required to provide vital supplies, food and other products to keep our economy running and Canadians safe. We are therefore confident that your freight will move as usual.

Will the Additional Freight Volumes Affect Me?

Possibly? As the demand to fill and replenish the shelves continues, we are seeing the increase in freight volumes. Siemens is working hard to meet these increased demands. To help with this increase, we ask that you give us as much advanced notices as possible when booking your pickup. This allows us to pre-plan as much as possible so that your freight is not affected.

For the most up to date information regarding our services, please visit www.siemenstransport.com.

Thank you,



connecting the continent siemenstransport.com