



Custom Courier Co. Ltd.

Customer Newsletter March 15th, 2020



Fuel Surcharge for March 16-31, 2020

Gas		Gasoline \$0.90 to \$0.99.9/ litre	
Vehicle Codes	Vehicle Type	City	Highway
2	Cars	10%	18%
5,6	Mini-Vans	10%	18%
3,4,7,8	1/4 ton, 1/2 tons and pipe-racks	10%	18%
Diesel		Diesel \$1.20 to \$1.29.9 / litre	
Vehicle Codes	Vehicle Type	City	Highway
9	1/2 ton with trailer	20%	28%
9,13,14	1 ton or 3 ton flat deck-trucks	20%	28%
20,26	3 ton or 4 ton tilt-decks	20%	20%
25	5 ton tilt-deck	22%	22%
11,12	3 Ton Cube Vans	22%	30%
17	1 ton or 3 ton trucks with trailer	22%	30%
15	5 ton flat-deck	22%	30%
23	5 ton & portable forklift	22%	30%
21	Semi with trailer	22%	30%

Dear Customers,

We are closely monitoring the spread of COVID-19 and would like to update you on what Custom Courier is doing in preparation to ensure the health and safety of all our staff, owner operators and customers during this time.

First and foremost Custom Courier would like to assure you that we will continue to operate as normal. We will strive to continue to provide the best possible service times we can, keeping in mind that our service times may increase at certain times due to increased customer demand and/or staffing shortages.

Custom Courier has also implemented the following guidelines for all our staff and owner operators as follows:

1. Until further notice Custom Courier is restricting face to face meetings held at our facility to business-critical activities only – this is defined as activities that, if not conducted will have an immediate negative impact on our business. This will also include suspending any in person sales calls done by our sales manager which do not meet the business-critical status.
2. All owner operators will practice safe social distancing while picking up or delivering product to our customers. Until further notice we will only require our operators to obtain a VERBAL name for proof of delivery, we will not require a customer to sign Custom Courier's probill.
3. All owner operators shall wear protective gloves at all times.
4. All owner operators shall adhere to any posted guidelines as outlined by our customers at their facilities – this may include but is not limited to – designated drop zones for deliveries, keeping a safe social distance from customers, staying in designated areas as outlined by customers and remaining in your vehicle during the loading and unloading process.
5. All staff and owner operators must use hand sanitizer (where available) and increase the frequency of hand washing.
6. Any staff member or owner operator returning from any international travel MUST self-isolate for 14 days prior to returning to work.
7. All owner operators are asked to cooperate with answering any questions from customers which may include but not be limited to:
Do you have any of the following symptoms: cough, fever (38.0 degrees C) or have difficulty breathing?
Have you been traveling outside Canada and returned to Canada after March 12th?
Have you had close contact with someone diagnosed with or being investigated for COVID-19?

If you any questions with regards to any policies or practices listed above please feel free to call our office and speak with Jason Gelowitz at 306-653-8500 or at 306-227-3356.

We appreciate your continued partnership and thank you in advance for your support and understanding as we work together to respond to this global crisis.