



# CUSTOMER UPDATE

## COVID-19 IMPACT

Dear valued customers,

This is an extremely difficult time for us all. Our thoughts go out to you and your families as we each navigate through a challenging environment. We are in this fight together and you have our commitment to continue moving freight across the globe, keeping your safety and health at the forefront of everything we do. Here is an overview of our strategy at this point:

### Safety

- At Team, our top priority is to ensure the safety and well-being of our employees. For the safety of our customers and drivers, we have scaled back our inside home delivery services, but continue working with customers to deliver curbside. We are fully committed to taking care of our customers and finding creative solutions to keep shipments moving domestically and internationally.
- Our corporate and branch offices are practicing social distancing, with some employees working remote and some departments staggering schedules. All staff is prepared to setup video conference calls and keeping connected with coworkers as well as customers to guarantee we are accessible during this unstable time.

### Operations

- While states and local communities have a variety of movement restrictions in force, I want to reassure our customers that Team Worldwide's network of over 45 offices in North America is fully operational. We are considered an essential business and fully equipped to deliver vital goods and services to the American public, including medical supplies, pharmaceuticals, food, and household goods. Our entire system is focused on developing innovative solutions to take care of our customer's needs.
- Although there are reduced flight operations across the globe, there is capacity available in air, ground, and ocean shipments. I encourage you to work with your local Branch to book ahead to get the most competitive pricing and routes that are economical for your shipments.

### Resources

- We want you to feel confident when arranging any shipment. Whether you need charter service, asset base truck load, full truck load, or brokerage service, know that we can efficiently quote your request at [tlg.quotes@teamww.com](mailto:tlg.quotes@teamww.com) or through your local Team branch.

**Team Worldwide | P. O. Box 668 | Winnsboro, TX 75494 | 903.342.3516 | [www.teamww.com](http://www.teamww.com)**

**LARGE ENOUGH TO SERVE YOU. SMALL ENOUGH TO KNOW YOU.**

Page 2

Resources (continued)

- Our technology infrastructure allows our entire staff to quickly access all operational data, and we are available to you 24/7.
- While some of our customers are in remote setups, TeamBook is a great resource with 24/7 access to quote, book and track LTL shipments. You can connect to LTL standard, expedited, guaranteed, and over-dimensional service options. With our dedicated staff available to provide shipment updates throughout transport, you can enjoy a sense of calm knowing where your freight is at all times.

Our Team Worldwide network has over 40 years of experience and an unmatched entrepreneurial spirit you can trust. Rest assured, we are closely monitoring this ever-changing situation and our Corporate Taskforce is proactively planning strategies around multiple scenarios. Contact your local Branch or our Corporate Communications team 24/7 at (800) 527-1168.

Thank you for your business and the patience you've shown during these challenging times.



Randy Sinker

Team Worldwide Vice President of Commercial Sales