



March 22, 2020

To our valued and dedicated employees and customers,

Over the past several days, the Federal Government has announced various measures in an effort to stop the spread of Covid-19, including new travel restrictions that would close the Canada-US border to all but essential travel, trade and commerce related activity.

Maintaining essential trade and ensuring the supply chain remains uninterrupted is vital at this time, as the demand for food products, medical supplies and pharmaceuticals has increased dramatically over the past week. You can be assured, Oceanex is committed to doing our part.

As an Essential Service to the province of Newfoundland & Labrador, Oceanex carries about 50% of the goods coming to the island and close to 75% of all products destined for the City of St. John's and surrounding communities on the Avalon Peninsula. We understand the responsibility that comes with that, and we take it very seriously. Our ships continue to run on time, without delay, and we are working closely with you, our customers, to ensure the delivery of priority items including dry, fresh, and frozen foods, pharmaceutical, medical, and healthcare supplies, industrial products such as aircraft de-icing fluid, and water treatment chemicals for municipal water supplies, along with general goods. In terms of capacity, rest assured, Oceanex vessels can carry double the amount of freight currently being carried to Newfoundland on its ships.

Simply put, however, we cannot do this without a dedicated group of employees, contractors and partners that are keeping us moving day after day during this uncertain time. To the truck drivers picking up product across North America and delivering it to our vessels in Montreal and Halifax, the crews on board our three vessels, the stevedores working our ships in Montreal, Halifax, and St. John's, the Newfoundland truck drivers who handle the deliveries all across the island, maintenance personnel, and to all the administrative staff that support those efforts behind the scenes – thank you. These folks have stepped up as we knew they would to ensure we can continue to serve our communities by delivering those much-needed medical supplies and food products to the province. Rest assured, we will continue implementing measures as recommended by government and health authorities to safeguard the health of our employees and communities.

To our customers, thank you. You are tirelessly managing your own supply chains, ensuring the production and distribution of your goods continue to flow, and putting staff front-line in warehouses and distribution centres to ensure product is ready for our teams. We appreciate everything you are doing. Please let us know if there is anything further that we can be doing to help your supply chain into Newfoundland through this challenging time.

While today is not entirely 'business as usual', please know that Oceanex is here to serve you, and to ensure that your products arrive in Newfoundland & Labrador safely, responsibly and on time.

Thank you again for everything you're doing to keep those around you safe.

Captain Sid Hynes  
Executive Chairman

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