



Important Service Alert Full Resumption of Service London Terminal

May 8, 2020

Cardinal is pleased to announce the reopening of the London (Putnam) terminal, after a temporary closure due to a positive COVID-19 case.

Effective Monday, May 11, 2020 - Cardinal's London Terminal will resume full pick up and delivery service.

Cardinal has worked closely with The Ministry of Health officials to ensure the safety of its customers and employees. Cardinal's prepared COVID-19 action plan was enacted on May 5th implementing contingencies, communication plans and tasks above and beyond The Ministry of Health's guidelines. Some of the protocols implemented include:

- Cardinal reaching out to all locations at which this driver stopped in the days leading up to the diagnosis.
- The London's terminal and all its associated vehicles and equipment undergoing a full, thorough sanitization by third party sanitization experts.
- All staff returning, including drivers and sort staff, have been deemed not at risk to return to work and will continue with the standard corporate precautions that all of Cardinal's drivers and warehouse staff have been taking while on the job. This includes contactless delivery where possible, maintaining social distancing within work areas, frequent cleaning of vehicles and tools, and PPE being worn by all staff while out on pick-up or delivery.

All pickups and deliveries will resume Monday, May 11th.

This includes the resumption of the Cardinal Pre 8 AM Night Network™, all attended and unattended pick-ups as well as the standard day deliveries.

Cardinal would like to thank all of its customers and service partners for their cooperation, understanding and patience.

If you have further questions, please contact Customer Service at:

ONTARIO

(905) 507-4111
(800) 387-3199 Toll Free
salesinfo@cardinalcouriers.com

QUEBEC

(514)333-4740
(888)890-3199 Toll Free
salesinfo@cardinalcouriers.com



Service Update - Saturday Delivery

Revised – April 30

In accordance with the continued COVID-19 state of emergency in the province of Ontario, Cardinal will be extending the suspension of Saturday delivery service within the province of Ontario only. We are monitoring the situation weekly, and it is our intent to resume Saturday service within Ontario at the earliest viable time.

We are pleased to announce that regular Saturday Services have resumed in the province of Quebec.

Thank you for Choosing Cardinal.

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Conformément à l'état d'urgence continu de COVID-19 dans la province de l'Ontario, Cardinal prolongera la suspension du service de livraison du samedi dans la province de l'Ontario seulement. Nous surveillons la situation sur une base régulière et nous avons l'intention de reprendre ce service le plus tôt possible en Ontario.

Nous sommes heureux d'annoncer que le service régulier du samedi a repris dans la province du Québec.

Merci d'avoir choisi Cardinal.

Si vous avez d'autres questions, veuillez contacter le service client à :

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