



Important Service Alert in Response to COVID19 Disruption

May 6, 2020

Cardinal has temporarily suspended service out of its London terminal due to a route driver testing positive for COVID-19.

In accordance with The Ministry of Health guidelines, Cardinal immediately ceased all operations in and out of its London terminal and are in the process of further sanitizing all equipment and ensuring our employees health remains a priority. At this time, no one else has reported any symptoms.

All steps are being taken to re-open the facility as judiciously and promptly as possible and in accordance with all health and safety guidelines.

Due to the temporary closure, the following regular services will be impacted:

- **Suspension of pick-up services within London and the surrounding area (see list below).**
- **All inbound freight originating from outside the impacted area will be serviced out of Cardinal's central Mississauga Hub location and will be delivered by next day service only.**

Please be reassured that, in accordance with Cardinal's prepared disaster recovery plans and Ministry of Health guidelines, Cardinal has taken immediate steps to isolate the driver and the rest of our staff, as well as the necessary safety protocols to ensure that all employees and customers remain safe.

Major centres impacted include: Middlesex County, Huron County, Elgin County, Oxford County, Lambton County and Perth County.

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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