

Pilot Freight Services Remains Open for Global Business During COVID-19 Outbreak

As your valued transportation and logistics provider, we realize the trust you place in us to deliver your goods safely across the world. In light of COVID-19, we want to reassure you that Pilot is still operating at full capacity with uninterrupted service globally.

We mindfully continue to monitor communication from both the Centers for Disease Control and the World Health Organization to make informed decisions about our business practices. Internally, we have shared and emphasized their protocols and guidelines with our employees, not only for their safety, but also for the safety of our customers.

Pilot's progressive business continuity plan allows us to remain operational, while accounting for several worst-case scenarios. When necessary, employees will use videoconferencing and other technologies to provide the same level of service you have come to expect from us. If required, we will alter or augment our delivery procedures in line with CDC guidelines, taking every precaution to ensure our customers, employees and the freight entrusted to us are all protected.

In a situation like this, transparency is key. We are committed to keeping you informed, and we appreciate your patience with the fluidity of the matter.

A handwritten signature in black ink, appearing to read "G. Branov".

Gordon Branov
CEO

A handwritten signature in black ink, appearing to read "John J. Hill".

John Hill
President and Chief Commercial Officer