



To our valued customers:

For all individuals affected by the COVID-19 pandemic, our hearts go out to you. We sincerely hope recent actions will stop the spread of the coronavirus and will help protect everyone affected, whether that affect is directly by infection or indirectly by impact to jobs, schooling, or safety.

Let me be clear: Expeditors is steadfastly committed to supporting your business throughout the course of the COVID-19 pandemic. We are working diligently to ensure we can continue to provide the exceptional customer service you expect from us.

Though these are unprecedented circumstances, we have always been firm believers in business continuity planning. The two main objectives of our plan are: 1) to protect our people; and 2) to minimize adverse impacts to our operations and our customers' businesses due to major supply chain disruptions. Though no plan can guarantee uninterrupted service, our plan thus far has allowed us to maintain continuity of operations. We have implemented our pandemic response plans at every one of our global locations. Our efforts so far have safeguarded our people and enabled us to serve our customers in all locations, with the exception of our Wuhan office in China, which remains closed. Our Global Crisis Management Team is meeting daily and we will continue to monitor, assess, and react to this rapidly evolving situation.

We continue to implement prudent precautionary measures. The key measures include the following:

- Social distancing, including enabling a significant portion of staff in all offices to work from home;
- Enhanced personal hygiene protocols;
- Strict restrictions on local and international travel;
- Shifting to virtual meetings internally and with customers; and
- Cancellation of all upcoming in-person customer events.

Note that we are actively evaluating alternative communication methods, such as webinars, to continue to deliver important information to our customers as quickly as possible.

Please rest assured that Expeditors is doing all that it reasonably can and that as a Company we are operating from a well-conceived plan rooted in our supply-chain expertise and in accordance with guidance from public health officials. More information about our Business Continuity Plan and COVID-19 Response can be found in the following resources:

- Expeditors Pandemic Preparedness Plan & COVID-19 Response Protocols; and
- Overview of our corporate Business Continuity Plan.

We also have a number of complimentary communications resources available for you, including our Operational Impact updates, Horizon blog, and Newsflash. Please reach out to your Expeditors customer service representative and your local Expeditors team with any questions. Our communication in the past has consistently emphasized this direct dialogue from each employee to each customer. We feel this approach has always served us best and best addresses your specific, unique needs. But, in these unprecedented times, we also felt that it was important to send a general message to everyone.

We will continue to provide updates as we receive them and as we feel that information would be useful to you. Thank you for your loyalty and ongoing commitment to our business partnership. Be safe, be alert to the needs of others, and please call on us if we can assist you in any way.

Sincerely,



Jeffrey S. Musser
President & Chief Executive Officer