



Customer Bulletin: BC Update.

Woodbridge, ON –January 6, 2022 – Both CP and CN rail lines remains operational and continues to move containers safely and steadily through the region and into Vancouver. They are monitoring the weather and ensuring the rails stay fluid.

There is on-going severe winter weather and storms in Western Canada, including BC that has been affecting roads and transportation which continue to cause delays.

All impacted highways are operational but there will be significant increased travel time due to reduced speeds, lane restrictions, weight restrictions and the active winter weather storms. For more information, please check the <https://drivebc.ca/> website for regular updates.

Our Vancouver terminal continues to receive containers, and work through the bottleneck of containers that were on route when the mudslides happened. Containers are arriving to our facility out of sequence which has caused some confusion with prebooked delivery appointments. When containers arrive out of sequence, we have to cancel the delivery appointments we already made for containers we were expecting and book appointments for the containers that have actually arrived and been stripped. We apologize if you or your customer receives a request to cancel a delivery appointment. Please know that we will re-book as soon as possible. We are working 24/7 to process the incoming freight and arranging deliveries.

We are asking for your help to keep operations flowing, **please ensure that you or your customers receiving freight allow for direct delivery rather than appointments or if absolute appointment is required, they are granted as an immediate priority.**

The Covid-19 Omicron variant has unfortunately caused some shortage in resources across the west. We need to remain careful and continue to be diligent with Covid-19 protocols for the health and safety of our team. This Omicron variant impact is still unknown and we are working on contingencies with extra support.

We will continue to monitor and update you as we receive the information. Thank you for your patience and understanding.

Frequently Asked Questions (FAQs)

Q: Which of my shipments are affected?

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A: Shipments that are in-transit have been affected – please contact customer service for more information.

Q: Is Fastfrate still picking up shipments destined to lower mainland and Vancouver Island?

A: Our teams in Toronto and Montreal continues to pick up freight destined to all BC locations, load the freight into containers. We have started to move some containers on the CP rail line to Vancouver.

Q: Will you move freight through the US?

A: At this time there are very limited options but please contact your account manager for further details.

Q: Are there alternate route that you can take?

A: Not at this time, some highways have partial re-opened but have limited access. All impacted highways are to re-open next week but will be slow moving due to reduced speeds and lane restrictions with one lane moving in each direction.

Q: Are you pre-booking appointments?

A: If you can ensure that you or your customers receiving freight, please allow for direct delivery rather than appointments or if absolute appointment required, they are granted an immediate priority.

When the rail is more fluid and has worked through the originally delayed backlog, we will then begin to pre-book delivery appointments.

Q: When will the roads re-open?

A: All impacted highways will re-open next week but will be slow moving due to reduced speeds and lane restrictions with one lane moving in each direction. For more information please check the <https://drivebc.ca/> website for regular updates.

Q: When will the rail lines re-open?

A: CP and CN rail lines are both open. They continue to work around the clock to move through the backlog of all in-transit freight and is making good progress. We will continue to monitor and update you as we receive the latest information.

Q. Is all of BC affected?



Only the Lower Mainland Vancouver and surrounding cities and towns, and Vancouver Island have been affected. The following BC cities continue to be serviced through our Calgary and Edmonton terminals and are currently not affected: Burns Lake, Chetwynd, Cranbrook, Dawson Creek, Ft St John, Kamloops, Kelowna, Peachland, Penticton, Prince Rupert, Summerland, Terrace and Vernon.

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