



## Customer Bulletin: BC Update.

Woodbridge, ON –January 13, 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.

The extreme weather has passed for now in Western Canada, including BC, however, there are now concerns with heavy rainfall that will affect roads and driving conditions.

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

Our Vancouver terminal continues to work 24/7 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 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.**

Due to the delays in Vancouver our estimated delivery dates (EDD) for shipments into Vancouver and lower mainland shown in our tracking system are currently not always accurate. While our teams work to get the most accurate tracking information, we ask for your patience and understanding. We have brought in additional resources to our Vancouver terminal to help with the delays and get back on track.

We have also increased support by working with external partners at our Vancouver terminal due to the Covid-19 Omicron variant, which 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.

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

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## Frequently Asked Questions (FAQs)

### **Q: Which of my shipments are affected?**

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. Containers continue to move on the CP rail line to Vancouver.

### **Q: Are you pre-booking appointments?**

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

### **Q: When will the roads re-open?**

A: All impacted highways are operational but there will be significant increased travel time due to reduced speeds, lane restrictions, weight restrictions and the weather. 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. Were all cities in BC affected by the floods and mudslides?**

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: Burns Lake, Chetwynd, Cranbrook, Dawson Creek, Ft St John, Kamloops, Kelowna, Peachland, Penticton, Prince Rupert, Summerland, Terrace and Vernon.

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