



Customer Bulletin: BC Update.

Woodbridge, ON –January 21, 2022 - It has been a challenging few months for our Vancouver terminal but we have started to see progress. With the additional resources that we brought to our Vancouver terminal over the past couple months; we have now reduced the backlog by more than half. We have made excellent headway and in the next 7-10 days we expect to be back on track with regular operational schedules.

Our Vancouver terminal continues to work 24/7 to receive containers, work through the backlog and deliver shipments to our customers. With your continued support and to keep our 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.

We continue to work with external partners at our Vancouver terminal due to the Covid-19 Omicron variant, which has unfortunately caused 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 monitor and continue to keep you updated. Thank you for your patience and understanding.

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?

CONSOLIDATED FASTFRATE INC.

9701 Highway 50, Woodbridge, Ontario L4H 2G4 T 905.893.2600 TF 800.268.1564 F 905.893.1575

[fastfrate.com](https://www.fastfrate.com)



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.

CONSOLIDATED FASTFRATE INC.

9701 Highway 50, Woodbridge, Ontario L4H 2G4 T 905.893.2600 TF 800.268.1564 F 905.893.1575

fastfrate.com