



CORONAVIRUS (COVID-19)

Frequently Asked Questions

Q. Does Quick and its offices have an existing Business Continuity Plan to cover this type of disruptive event? If yes, please provide details.

A. Yes. Quick has a detailed business continuity plan. This plan includes the use of disaster recovery locations and leverages our ability to do business from multiple locations 24/7. It also includes access to various modes of transportation to serve our customers.

Q. Are there countries that Quick is currently not providing services to due to the Coronavirus?

A. No, Quick does not have any country restrictions and will customize logistics plans on a case-by-case basis. We will work together with our clients to design plans to meet their needs--delivering urgent shipments to impacted areas wherever and whenever possible. This will be evolving and Quick will be subject to and follow any governmental restrictions.

Q. Is there enough "lift" available to offer Quick's services?

A. Although the frequency of flights has been reduced in many countries, Quick will advise our clients of all available options. Currently, in many cases, we can combine transport modes and alternate routes to deliver urgent shipments. Many of our airline service partners are offering all cargo flights. Charter services are also viable options. In general, governments are supporting the delivery of critical and urgent shipments, despite the restrictions on the movement of people that are in place.

Q. Are all Quick locations currently open?

A. All Quick major Control Towers and warehouses locations are currently open with essential staff to serve our clients. In addition, Quick has implemented a remote worker program. This allows us to leverage our systems infrastructure and work remotely on a larger scale than before, helping to protect the health and safety of all of our staff, while continuing to serve our customers.

Q. Are you actively managing contingency plans linked to the current Coronavirus outbreak?

A. Yes, we are actively monitoring and managing contingency plans 24/7. Our CEO and Business Continuity and Senior Management Teams are in constant communication, keeping our global team apprised and ensuring contingency plans are adjusted, as needed.



CORONAVIRUS (COVID-19)

Frequently Asked Questions

Q. What is Quick doing to protect employees from the virus?

A. We have an international business travel ban in place. We are limiting visitors to our facilities. We are following CDC and WHO guidelines related to staff coming to work with any flu like symptoms. Added facility cleaning services have been implemented. We are disinfecting smooth surfaces, door handles etc, in our facilities on a daily basis. We are providing hand sanitizer and sanitary wipes to employees and we are providing personal protective equipment to warehouse employees.

Q. How are you handling visitors to your facility?

A. We are limiting all visitors, including customers. Visitors must fill out a questionnaire to certify that they have not visited an impacted country prior to gaining access to our facilities.

Q. Do you anticipate the current outbreak will impact your ability to service key customers, e.g., service reductions, delays, etc.? If yes, please provide details.

A. There are many service options and transportation modes available. We do not anticipate service reductions for our clients. We will keep our customers informed if this situation changes. It should be noted that at this time most air carriers have parked a large percentage of their fleet.

Q. Do you anticipate any impact to be able to provide services on time to customers due to an extended shut down? If yes, please provide details.

A. No, Quick has business continuity measures in place to avoid most types of shut down, via work from home options, facilities located on multiple continents, etc., so we do not expect any type of shut down due to the current situation.

Q. Do you anticipate any disruptions from your partners or third party providers required to support customers services. If yes, please provide details.

A. There is some disruption because air carriers have discontinued service to and from certain locations and have parked approximately 50% of their fleet. This is expected to spread as the hot spots expand. Quick is closely monitoring this situation, keeping our customers contacts updated and have developed alternative solutions in the event the situation worsens.



CORONAVIRUS (COVID-19)

Frequently Asked Questions

Q. What protective measures are being taken with drivers?

A. We are requiring drivers who have visited the following high risk countries, to refrain from working for 14 days. We are asking drivers to follow CDC and WHO best practices such as frequent hand washing, maintaining social distances of one meter (six feet), avoiding touching mouth, nose and eyes, covering nose and mouth when sneezing, seeking medical attention and staying away from work when not feeling well. We are supplying employee drivers with hand sanitizers and we are implementing non-contact deliveries for Direct to Patient QuickSTAT and Quick Healthcare shipments.

Q. Do you have alternate approved sources/partners other than those already operating in China, South Korea, Japan and Italy that you could work with? Please provide details including timetable to switch sources.

A. Yes, Quick has back up service partners within all of the countries listed, and throughout the world, as well as multiple airline partners that can be leveraged, should the need arise.

Q. Are your Procurement teams aware of any specific intelligence that would indicate service disruptions are going to be exacerbated by the current Coronavirus outbreak?

A. Quick has no additional intelligence suggesting any further disruptions to our network, however, the situation is fluid and we will continue to vigorously monitor developments. We will advise our customers of any disruptions that may effect shipments.

Q. Would you be able to increase activities/materials needed to support your services? Do you have enough resources to address customer needs?

A. Yes, Quick has continued to support our clients' needs during the COVID-19 event and we have offered, and will continue to offer, additional support, resources, and alternative solutions to support any additional requirements that may arise.



For information or questions, please contact your local customer service office or your Quick/Sterling representative, or visit our Coronavirus information page: <https://quick.aero/coronavirus-updates/>