



Dear Valued Customer,

As you know, the COVID-19 pandemic is creating unprecedented disruption to the daily lives of people all over the world, with “stay-at-home” orders become increasingly commonplace.

During this uncertain time, AIT Worldwide Logistics has an obligation to remain open and operational as an [essential business](#) (as defined by federal, state and local governments) trusted to provide critical deliveries – including food, household goods, medical supplies and pharmaceuticals. Accordingly, all AIT locations remain open. Our teams across the globe continue to move freight for our existing customers. And we’re rapidly onboarding new customers in urgent need of assistance mending broken supply chains.

Goals

AIT is responding to the gravity of this global event with clearly defined goals and continuity plans honed over the course of four decades. We know our teammates and our customers have weathered other foundational challenges to the industry and, together, we have the tools, determination and compassion necessary to overcome this adversity.

Our goals are to protect the health and well-being of our teammates, customers and communities, while preserving business continuity throughout this crisis. Above all, AIT will continue to follow and promote workplace recommendations from the [World Health Organization](#) (WHO) and the [Centers for Disease Control and Prevention](#) (CDC), including mitigation guidance as outlined on their websites.

Protecting our teammates

Our shared objective with the CDC is to slow the rate of COVID-19 transmission and to protect individuals at increased risk for severe illness, including older adults and those with underlying health conditions.

To date, the company has implemented multiple temporary policies across AIT offices to promote social distancing such as staggering schedules and working remotely on an interim basis, as well as barring non-essential travel, face-to-face meetings, visitors and handshakes. We have also stepped up cleaning frequency and intensity, while vigorously promoting proper hygiene and providing readily available supplies of soap, tissues and disinfectant.

Business continuity

Operationally, we are leveraging long-standing relationships with our broad network of carriers to secure cargo space despite diminished capacity in the industry. When space is not available, AIT is booking charters to keep critical cargo on the move. Our teammates continue to help customers source parts and goods from alternate origins and/or use alternate modes of transportation when possible. We are also rapidly responding to assist new customers with demanding supply chain challenges posed by the disruption from COVID-19.

As a result of upgrades to our technological infrastructure, AIT’s workforce is more flexible and mobile than ever before. AIT recently delivered new highly secure laptops to almost all teammates. This deployment included new internet phones that can operate from any remote work environment, thus creating a virtual AIT office.

As a precaution in regions under “stay-at-home” orders, teammates who must come into the office to support operations have been provided with proof-of-employment letters authenticating their roles as essential service providers as defined by the government.



Staying informed

AIT has instituted two important communication channels to keep our teammates and customers updated as the situation rapidly evolves – an intranet page for teammates and COVID-19 briefings sent out three times each week to customers and partners who subscribe to AIT’s News Bulletins.

Meanwhile, our procurement teams are gathering and consolidating daily updates from carriers. The up-to-the-minute [carrier updates page](#) on the AIT website is helping to keep customers informed as the industry reacts to constantly shifting demand. If you’re not already receiving AIT News Bulletins, you can [sign up here](#) and receive COVID-19 alerts on Mondays, Wednesdays and Fridays.

We are all in this together

I’m confident that by adhering to the guidelines above, AIT teammates will rise to the challenge and successfully meet our crisis management goals. As your supply chain solutions partner, you can count on us to help you weather the effects of this pandemic. In short, we’re in this together. Stay safe and please reach out to us with any questions or comments.

Sincerely,

Vaughn Moore
President and CEO
AIT Worldwide Logistics