

To our valued customers,

Team Worldwide wants to stay connected with our customers as the pandemic of COVID-19 remains fluid. Our most important focus is the health and safety of our employees, their families, and our customers. We are highly aware of the extreme time sensitivity of all of your shipments, especially in these difficult times. We want you to trust Team and feel confident that we are fully operational and can quickly provide global logistics solutions for your business.

Our entire network of over 45 Branch offices are fully staffed and operational. Our overseas partner network is working 24/7, including the major centers of Hong Kong, China, and European locations. We are developing routing solutions for customers across our system with a creative approach to address any flight schedule cancellations, reductions of lift, and pending capacity with ocean carriers. We are ready if a customer has aircraft charter needs or hand carries.

We are aware this situation has placed an extreme pressure on our customer base. You can rely on Team to address any frustrations and delays you might experience. Our Corporate leadership team and our local Team offices are prepared to handle an influx of volume once the supply chain returns to normalcy. Similar to many organizations, we have developed an internal task force who is monitoring all effects of the COVID-19 including staffing, vendor relationships, financial implications, and alternative work locations, if required. Our large network of offices provides us a tremendous amount of flexibility in dealing with this situation.

For additional information on office locations, please visit our web site at www.teamww.com or send us an email at info@teamww.com. Thank you in advance for your patience as we navigate through the challenging situation together.



Jason G. Brunson

President and CEO of Team Worldwide