



March 16, 2020

Message to NFI Customers & Supply Chain Partners on COVID-19

As with others during this emergency, NFI Group Inc. (“NFI”) is closely monitoring COVID-19 (or “Coronavirus”). It goes without saying that we take this pandemic with the utmost seriousness and importance. The health of our team and their families is our priority, along with that of our customers and supplier partners.

Our hearts and thoughts go out to the people affected by this unprecedented event, and we extend our deepest gratitude to the healthcare workers, local communities, and governments around the world working on the front lines to contain it. Public health agencies and institutions around the world are implementing a wide range of approaches to mitigation of COVID-19, including reduction or elimination of events, suspension of travel, and directing other measures of social distancing.

We will follow all applicable Government advice and mandates, and have implemented policies for hand washing and hygiene, non-essential travel, social distancing, and self-isolation where appropriate. We plan to continue operating our facilities, including technical support and spare parts fulfillment, to the best of our abilities until further notice. We will update you if and when that changes.

We have made additional investments in resources (people and technology) to provide support, regardless of whether our team members are working remotely or from our facilities. The bottom line is that our customers move people – many of whom provide an essential service in the communities we live in. We will do whatever we can to help you navigate through this pandemic.

Respectfully, we ask that our customers and supplier partners who had meetings scheduled at NFI companies do not travel to our facilities during this crisis. Our teams will be in touch with you regarding calls and virtual meetings.

Thank you for your understanding and support.

A handwritten signature in black ink, appearing to read "P. Soubry".

Paul Soubry
President & CEO
NFI Group Inc.



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