



P.O. Box 1187, Station B  
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March 13, 2020

## Response to COVID-19

In light of the continued spread of COVID-19 and more recently, the 'global pandemic' declaration by the World Health Organization, we at ACI have been taking various precautionary measures and adjusting our operations to ensure the health and safety of our employees, clients, families and the greater community. We will continue to do so as the situation changes. We are making every effort to ensure this situation does not impact the quality of service and support that staff are providing to our clients.

At this time our offices remain open but we are prepared in the event that all or some of our members need to work remotely. We have technology in place that enables us to do so in an efficient and effective manner, allowing us to provide uninterrupted service to our clients as necessary.

To protect our internal community, we have enhanced our office sanitation efforts and put policies in place for business and personal travel, events and meetings. We also continue to provide our employees with the most up-to-date health and safety procedures as outlined by Health Canada, Ontario Health Agency and Toronto Public Health.

Please do not hesitate to contact me if you have any questions, or if we can be of assistance in guiding you through these new challenges.

We greatly value our relationships with you. We are confident that we will get through this together and wish everyone the best during this difficult time.

Please take care,

A handwritten signature in black ink, appearing to read 'Anna M. Reale'. The signature is fluid and cursive.

Anna M. Reale  
VP, Marketing & Sales