



April 17, 2021

## Response to COVID-19

With the spread of COVID-19 continuing to persist worldwide, ACI's leadership team is meeting continuously to assess and appropriately respond to the crisis as it evolves. We continue to take various precautionary measures and to adjust our operations to ensure the health and safety of our employees, clients, families and the greater community.

We are making every effort to ensure the quality of service and support we provide to our customers is not impacted. Now more than ever, it's critical that we make it possible for you to continue your operations and help you respond to the unique demands you may be facing. For over forty years ACI has been providing mission-critical services that help to keep businesses operating efficiently. We want you to know that at this challenging time, you can count on us to continue to support your business.

Since the health and welfare of our staff is a priority, many ACI employees are working from home. We have technology in place that enables us to continue to operate in an efficient and effective manner, so we can continue to provide uninterrupted services to our customers. We are committed to providing our employees with the most up-to-date health and safety procedures as outlined by Health Canada, Ontario Health Agency and Toronto Public Health. We're working tirelessly to help keep everyone safe while at the same time continuing to serve our customers.

Please do not hesitate to contact me if you have any questions, or if we can be of assistance in guiding you through these continued challenges. We greatly value our relationships with you and are confident that we will get through this together.

We wish everyone the best during this difficult time.

Sincerely,

A handwritten signature in black ink, appearing to read 'Anna M. Reale'.

Anna M. Reale  
VP, Marketing & Sales