



December 1, 2020

Subject: Annual Update and 2021 Rate Increase

Dear Valued Customer,

From our team to yours we want to sincerely thank you for your continued business throughout 2020. It has no doubt been a very challenging year for all of us. As a company we have been very fortunate to remain prosperous; we know that regrettably that has not been the case for all businesses.

We are extremely grateful to our entire team for their ability to adapt quickly and remain strong throughout these extremely trying times.

As we enter our 51st year of business we are excited about the new opportunities that lay ahead. This past year we prepared for them! We continue to invest in our people, community, and technology to ensure we are keeping up with industry trends and expectations. Here are just some of the things we accomplished this year;

- New driver app; allowing drivers to capture pictures in lieu of physical signatures.
- Installed tracking and gps into all of our trucks.
- Invested in a new phone system, allowing us to work remotely and offer a better experience for our callers.
- Expanded, and moved our courier operation into a new building across the street, allowing us room for expansion within our distribution, courier, and trucking divisions.
- Upgraded our accounting software.
- Started and continue to conduct management training and coaching with a third-party consultant.
- Equipped ourselves with additional PPE to ensure Covid-19 safety measures were in place.
- Delivered over 100 skids of water to Toronto's Homeless in partnership with Project Foodchain.

Finally, thanks to you, our customer(s), we were able to keep our amazing people employed and busy. And for that we are all truly thankful.

We do want to take this opportunity to inform you that we will be increasing our rates by 1.9% in line with the Consumer Price Index, effective January 1, 2021.

Lastly, with the holiday season right around the corner, we wish to inform you that in lieu of "holiday gifts" for our customers, we will again this year be making a donation to The Ontario Trucking Association's Education Foundation and to The Canadian Cancer Society.

From all of us at Atripco Delivery Service and TurnAround Couriers we wish you a wonderful holiday season and most importantly health and wellness. For more information on any of the above please email us at csr@atripco.net or you can always call our office at 416-252-7721.

Sincerely,

A handwritten signature in blue ink, appearing to read "Lindsay Service", is written over the typed name.

Lindsay Service
Vice President, Administration