



June 8, 2010

As you may be aware, the cities of Huntsville and Toronto have been chosen by the Government of Canada to host the G8 and G20 Summits, respectively, over the last weekend of June. Recent communication from the Integrated Security Unit has indicated the 'hot zone' within the City of Toronto during the days leading up to, including and following the weekend of June 26 – 27, 2010. Installation of security fences as well as training exercises are expected to begin the week of June 7th. Details of these exercises are limited, though we have been notified that there could be intermittent road closures in preparation for this event.

Due to the G20 Summit being held at the Metro Toronto Convention Centre, access to the area surrounded by King Street to the north, Queen's Quay to the south, Yonge Street to the east and Spadina Avenue to the west, will be restricted and/or heavily secured. With these restrictions, we are expecting our order deliveries within the 'hot zone' to be delayed, and in some cases, undeliverable.

We will be making the following changes to our regular operations to help ensure we provide you with the best service we can during the length of the event:

- Additional trucks to help get orders to customers faster
- Additional manpower to walk orders to highly secured locations
- Senior operations managers on trucks to assist and manage potential issues
- Only office, IT and facility supply product orders will be delivered during this time. Due to parking restrictions, we will be delaying all furniture deliveries and installations until the week of June 28th

We understand your company may be conducting business from an off-site/alternative location between June 21st and 28th. If this is the case, please let us know at your earliest convenience where you would like your order to be delivered by calling Customer Care at 1.877.272.2121 or letting your Sales Representative know.

Alternatively, we strongly suggest you place larger orders now and 'stock up' before June 21st on your anticipated necessary supplies.

We will make every effort to get your order to you; however, if our drivers encounter situations where their safety is at risk (e.g. a protest), they will retreat and attempt once more before the day is through. If we are unable to deliver your order, a Customer Care Specialist will contact you directly and let you know before the end of the day.

It is also important to remember that the 'hot zone' boundaries could change at any time during the Summit. If a boundary change is to occur, our Operations team will evaluate the situation and determine next steps immediately. We will communicate any changes to you in a timely manner.

If you have any questions about our service during the Summit, please speak with a Customer Care Specialist at 1-877-272-2121 or your Sales Representative.

We greatly appreciate your cooperation and understanding throughout this event.

Sincerely,
Shane Mahoney
Regional Vice President, Central Canada