



Woodbridge Ontario,

March 13, 2020

Re: Preventive measures – COVID-19 (Coronavirus)

Dear Customers, Employees and Business Partners

MCA has decided to close its home office in Woodbridge Ontario from Monday March 16th, back on Monday April 6th.

Our teams across Canada and the US are equipped with phones, laptops and secure access to all of our systems. You will be able to communicate with your MCA contacts using our regular numbers and extensions

We have taken the necessary measures to run our business as usual and everyone will remain at work from the comfort of their homes.

MCA is taking additional precautions to ensure we protect our team members, customers and business partners from exposure, and to reduce the spread of this illness in our workplace and the workplace of our customers.

In alignment with Canadian federal travel health notices, effective immediately we have made the decision to implement the following expectations with regards to our employees, merchandisers, auditors and sales representatives that work at any of our customers' locations:

MCA employees, merchandisers, auditors and sales representatives traveling to any country currently under a COVID-19 travel Health Notice by the Government of Canada at any alert level are not permitted to work or meet at any of our customers' location for 14 consecutive days from their date of return to Canada, providing they are symptom free from illness during that time period.

If an MCA employee, merchandiser, auditor or representative has been exposed to another person who has traveled to any country currently under a COVID-19 travel health notice by the Government of Canada at any alert level, he/she is not permitted to work or meet at our customers' location for 14 consecutive days from their date of return to Canada, providing they are symptom free from illness during that time period.

MCA employees, merchandisers, auditors and sales representatives who have travelled on any cruise ship will not be permitted to meet at our customers' location for 14 consecutive days from their date of return to Canada, providing they are symptom free from illness during that time period.

We are inviting people to visit the following website to stay updated on the list of countries listed on the COVID-19 travel health notice: <https://travel.gc.ca/travelling/health-safety/travel-health-notices>

MCA has asked its employees to stop air travel. All in-person group meetings, interviews and customer reviews and meetings have been replaced with online meetings and conference calls.



We have asked our employees, merchandisers, auditors and sales representatives to conduct the following basic routines:

- Wash your hands frequently with soap and water for at least 20 seconds
- Avoid touching your eyes, nose or mouth at all time
- When coughing or sneezing, cover your mouth with your arm or tissues
- Avoid shaking hands with anyone
- Practice social distancing at all time
- Frequently clean workstations, mobile devices, phones, keyboards, mouse and touchscreens
- When working in a store, it is recommended that you wear gloves
- Carry hand sanitizer and cleaning towels such as Lysol or Clorox
- When signing in at the store prior to performing your work, kindly ask about store specific rules and policy in regard to COVID-19
- As an extension of the store workforce representing the retailer or a manufacturer CPG company, comply and respect the store policy as if you were a store employee.
- Immediately report unusual situations to your MCA Manager

For a comprehensive update on COVID-19 and a list of best practices to avoid the risk of spreading the virus, please visit the following website: <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html>

As one of Canada's largest and most trusted retail services company, MCA understands the importance of keeping our customers, our employees and business partners safe.

As an integrated part of the Canadian retail fabric and as a vital extension to our customers' retail operations, MCA will remain at work, respecting each of our customers policy around this difficult situation.

MCA is committed to delivering exceptional results through operational excellence for both retailers and consumer packaged goods companies while working as one to protect our workforce.

Please do not hesitate to call us at 1-800-465-4755 or email us at wewantgreatresults@mca.ca, we are a part of what keeps you, retailers and manufacturers going, and we are here for you at all time.

MCA will continue to do its part to keep the retail industry up and running.

Kind Regards,

A handwritten signature in black ink, appearing to read 'Jean Daniel Bouchard', is written over a light blue circular background.

Jean Daniel Bouchard
President & COO
MCA & IRIS Technologies