



March 17, 2020

Dear Valued Customer:

As COVID-19 (Coronavirus) continues to run its course in the USA, Accord Carton is committed to providing a safe and healthy environment for our employees, customers, our partners and the greater community. While Illinois continues to be a low infection state at this time, we feel that some extraordinary precautionary measures, for the safety of all our employees, our vendors and customers are called for here. We want to take this opportunity to inform you of what our plan of action will entail as the situation unfolds.

As a reminder, Accord Carton is a SQF 8.1 (Safe Quality Food) certified company. We ALREADY practice, every day, the highest level of hygiene in our plant, with respect to employee and food safety. We will continue to do so long after the Flu season passes. We already have a work force trained on the importance of proper personal hygiene, and how to properly wash hands to prevent the transmission of infectious diseases.

In light of the evolving situation, here is a summary of the policies we have modified or enacted:

- All visitors to our offices will be required to complete a health assessment form before entering the premises.
- We are restricting plant visitors to essential persons only.
- We have brought in additional sanitation personnel to keep our facility safe.
- Any employee who has recently travelled outside of North America (and/or to any identified COVID-19 hot zones) or has been in close contact with someone who has, is subject to a mandatory 14-day isolation program.
- Non-essential business travel has been restricted for all employees. For clients which have requested any on-site meetings, trainings or other scheduled work, we will be reaching out to you to discuss alternate/remote options.
- Open food sources, such as candy jars, donut boxes, community food offerings are prohibited until further notice, unless it is in individually wrapped packages.
- We are distributing sterilizing agents to each work center to clean workstations and we encourage all employees to sanitize their work area at the beginning of their shift.

In addition to the above policies, we have also activated our internal business continuity protocols to ensure we maintain the level of service our customers rely on. We possess, and have already implemented, the necessary tools which allow us to provide certain services in a virtual capacity in order to maintain these support levels moving forward.



**What can we do TOGETHER to ensure the best possible outcome?**

We believe that a significant portion of Accord's customer base are in sectors of the economy that may actually see an increased demand for their products. Therefore, we ask all of our customers to look forward and review their actual requirements for orders already placed, as well as on items which may need to be ordered. We are focused on properly prioritizing our resources to meet all of our customer's needs on a timely basis.

While Accord is not currently experiencing any disruption of labor beyond normal, significant unprecedented actions have already been taken by local and federal officials closing schools, restricting travel and, in some cases, imposing shut downs within mass communities. It would be prudent to be prepared for the possibility of our government imposing shutdowns on all businesses within certain areas. Therefore, we strongly encourage our customers to consider pulling in releases for inventory early where possible, and to also realize that extra time may be needed to get freight arranged.

As we move forward, Accord Carton will continue to monitor current events and follow the recommendations of the CDC (Center for Disease Control) and the WHO (World Health Organization).

Finally, we strongly believe in keeping our families safe, and as members of our Accord Carton Family, we are all in this together. These are unprecedented times and remaining calm, flexible, understanding and safe is what will get us all through the coming weeks.

Sincerely,

*Robert S. Codo*

Robert Codo  
President  
Accord Carton Co.