



April 20, 2020

Re: Emergency Access/Passage Exception for COVID-19 Essential Infrastructure Services

Dear Customer,

All Counties Courier remains open and fully functional during the COVID -19 crisis.

Transportation has been designated a “Critical Infrastructure Segment” under the Department of Homeland Security’s emergency readiness program. Accordingly, the United States Federal government and California State government considers Food, Drug and Financial Service workers to be essential to maintaining supply in the United States. Further, the Department of Homeland Security (DHS) identifies the transportation systems sector as “critical infrastructure” which includes shipping, delivery and transportation of critical product and services.

We are aggressively applying the guidelines from the CDC across our entire organization. Including but not limited to:

- Continued education of all employees about the Coronavirus and how it spreads.
- Encouraging all employees to increase their personal hygiene practices and frequently wash their hands.
- Requiring employees to refrain from physical contact with others including handshakes and the sharing of equipment, pens & pencils, and materials, etc. (Including the temporary suspension of signature capture).
- Supplying all of our staff with gloves, hand sanitizer, face mask and other PPE for use at work and home.
- Aggressive disinfection protocol and make alcohol wipes and other cleaning supplies readily available.
- Maintaining a 6 ft. distance on home delivery via our VPOD technology.
- Urging all of our employees to closely monitor their own health as well as the health of those they reside with and to stay home and self-quarantine if there are any flu-like symptoms in their households.
- No unnecessary travel or non-delivery related customer or vendor on-site meetings.

With the ongoing spread of COVID-19 (coronavirus) and the incredible speed at which things are changing around us, we are continually adapting our operations and business. ACC’s top priority is the health and well-being of our team members, customers and community. Thank you for your patience and understanding in these trying times as we all come together to eradicate this horrible virus and minimize the impact it will have on our country’s health and economy.

Sincerely,

Philip Nabal

Philip Nabal, CEO