Mr. Lyle McDermid

President, *Unipac Packaging Products, Ltd.*

6200 Kennedy Road, Unit 2

Mississauga, ON, L5T 2Z1

June 10, 2020

Dear Mr. McDermid,

Our company has always had an excellent working relationship with Unipac.The staff at our distribution centres has always been able to rely on timely and accurate delivery of Unipac’s meat packaging products. It has come to my attention, however, that this relationship has now come into jeopardy due to a string of delivery errors over the past few weeks.

As has been custom in our packaging deal for the last five years, our company receives ten boxes of clear meat packing supplies on the first of every month. On June 1st, however, no boxes were delivered. Our staff followed up with Unipac’s offices, only to be left without a response for three days. As a result, we were unable to package our meat products for the entire first week of June. We were willing to look past this issue as Unipac ensured us that we would have our supplies on the following Monday.

On June 7th, however, when we were to receive the original delivery, no supplies arrived that day. When we did receive the supplies, again delayed, they were the incorrect products. Instead of delivering the necessary packaging products, Unipac supplied us with ten boxes of Styrofoam packaging which is unsuitable for our purposes.

The mistakes of the past week have not only been a great inconvenience for our company, but they have now created an inventory issue. If we are not able to package our meat products in a timely manner, we incur losses of tens of thousands of dollars in lost inventory.

With that being said, we insist that you will deliver the appropriate products by the end of the week, free of charge. Although mistakes do happen every now and then, we cannot continue to rely on Unipac’s services if we are to expect this level of service. I hope that Unipac can remedy this situation immediately, and that we can continue our strong working relationship, as has been the case for the past five years.

Kind Regards,

Max Foran, Chief Executive Officer

*Maple Leaf Foods*

Max Foran

Chief Executive Officer, *Maple Leaf Foods*

6897 Financial Drive

Mississauga, ON, L5N 0A8

June 12, 2020

Dear Mr. Foran,

I would like to begin by expressing my sincerest apologies. We at Unipac understand that, above all else, business relationships are built on trust, and that when this trust is broken, it can be a frustrating experience.

There is simply no good excuse for why the order was not fulfilled on time. I have made it a top priority of mine to determine the source of the issue, and I have been in direct contact with the staff responsible for overseeing the Maple Leaf Order.

In the meantime, we have sent out a delivery truck with ten boxes of clear packing supplies on route to your distribution centre. This, and the next, delivery will be free of charge as we seek to resolve the issue. We hope that Maple Leaf will continue to count on us in delivering the necessary packing materials for your business.

We have always appreciated your business, and we will go to greater lengths to ensure that we put our best foot forward.

If you have any more questions or concerns, please do not hesitate to call me at 416-123-1111

Sincerely,

Lyle McDermid, President

*Unipac Packaging Products, Ltd.*