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On behalf of Unicity Taxi Ltd I want to extend my sincerest apologies for the negative experience that you had with the operator of taxi cab #20.

In your complaint you reported that the operator made anti-Semitic statements and other inappropriate remarks to person of Aboriginal / Indigenous descent.

Unicity Taxi Ltd. ("Unicity"), is a dispatch company, owned by the individual taxicab business licence holders who have chosen to do operate their business under the banner of Unicity.

Unicity's corporate structure is not known to most members of the public who perceive Unicity as taxicab company that owns taxis and employs drivers.

Structure aside, the conduct of each individual shareholder/ business owner and the drivers the they employ reflects back upon every shareholder, driver and the Unicity brand.

Unicity shareholders are diverse multi-racial, multi-faith group who reject all forms of discrimination, hatred, prejudice and racism.

The owners collectively pride themselves on giving their 100% every day to ensure that customers' needs are being met politely and respectfully without discrimination and / or prejudice.

Be assured the words spoken by the operator of car #20 are not those of Unicity. The impact on you is acknowledged and Unicity apologizes.

Unicity has have followed up with the operator to make sure he apologized to you personally and a member of the Unicity Board of Directors has discussed with the operator inappropriateness of his comments, the impact words have and the hurt caused.

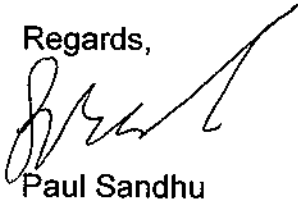
Cultural sensitives are an integral and important part of service to the public. Unicity will engage with all shareholders to address these issues with the assistance of the Manitoba Start Program.

Unicity thanks you for bringing this incident to its attention and will address cultural sensitivity issues with the owners and their employees. In addition you suggested that the reported conduct be sanctioned by charitable donations being made by Unicity Taxi Ltd. to the Bear Clan Foundation and the Freeman Family Foundation Holocaust Education Centre and the

Company fine assessed against the operator be donated to the Main Street Project.
Donations to the charities you have identified have been made,

The shareholders of Unicity are always looking for ways to better service, and your feedback is an invaluable part of that process.

Regards,

A handwritten signature in black ink, appearing to read 'Paul Sandhu', with a long, sweeping horizontal stroke extending to the right.

Paul Sandhu