

Sending Communications to the Board of Directors

As part of our policy on open communications, the Company welcomes its security holders and other interested parties to send communications to the Board of Directors, any committee of the Board or any individual director in the manner described below.

All communications should be delivered:

in writing addressed c/o Corporate Secretary at 140 John James Audubon Parkway,
Amherst, New York 14228; or
via e-mail to CorporateSecretary@cmworks.com.

So that we can better understand the nature of your communication, we ask that all communications be accompanied by the following information:

if the person submitting the communication is a security holder, a statement of the type and amount of the securities of the Company that the person holds;
if the person submitting the communication is not a security holder and is submitting the communication to the non-management directors as an interested party, the nature of the person's interest in the Company;
any special interest, meaning an interest not in the capacity as a shareholder of the company, of the person in the subject matter of the communication; and
the address, telephone number and e-mail address, if any, of the person submitting the communication.

Please be advised that communications addressed to directors may, at the discretion of the directors, be shared with Company management.

Should you desire to make a report, anonymously or otherwise, to the Audit Committee of what you believe to be accounting or financial improprieties, you can do so via the EthicsPoint link on our website at www.cmworks.com.