



## Coronavirus Statement

As the risk of further outbreaks of the Coronavirus (COVID-19) becomes a growing concern nationwide, IC Group is taking extensive measures to protect our people and provide our customers with assurances regarding the integrity of our products, our suppliers and our supply chain. This is a rapidly evolving situation that we are monitoring closely and adapting our policies and procedures in accordance with the recommendations of the Center for Disease Control (CDC), officials from the U.S. Department of Health & Human Services, the National Institutes of Health, Utah Department of Health (UDOH) and other government agencies. We are in constant communication with our suppliers to make sure we're taking all necessary actions based on the latest, most current information.

We take the challenges posed by the Coronavirus seriously and below are some of the contingency measures that we are focusing on. Please contact your sales representative if you require something that is specific to your company's needs that is not addressed below.

### Primary areas of focus

- Minimize health risk to employees by educating them on ways to avoid contracting the coronavirus infection at work, home and in their communities
- Ensure plans are in place should employees be quarantined or infected
- Ensure continuity of supplies with our suppliers so that our business operations can continue
- Ensure accurate and timely communication with employees, suppliers and customers
- Continue to meet the needs and service levels of our customers

### Internal measures taken to protect our employees

IC Group has established procedures to minimize the risk of any potential spread of the Coronavirus and has shared these with employees, including:

- flight restrictions for all non-essential business travel
- encouraging our employees to stay at home if they are unwell
- facilitating telecommuting and remote working where possible
- restricting people from coming into work if they have recently visited any overseas country where the coronavirus has spread
- encouraging all employees to observe good hygiene practices such as being vigilant with hand washing, covering coughs and sneezes and avoiding handshakes
- limiting close proximity to and contact with other employees
- Increasing surface cleaning frequency and coverage
- Increasing airflow and ventilation in our plant and offices

### **Supply Chain evaluation and assessment**

- IC Group's raw material supply chain is designed to provide our manufacturing plants business continuity. Raw materials are sourced primarily from domestic suppliers and include supply redundancy for all mission critical raw materials. While we do employ a global sourcing strategy, our domestic suppliers' production capacity is sufficient to rapidly address our full demand
- China is a major supplier of raw materials used in the Graphic Arts industry and it is well known that they have been greatly impacted by the COVID-19 outbreak. Fortunately many of our suppliers have already shifted sources away from China wherever possible beginning a year ago due to the tariffs that went into effect in 2018 and 2019. As a result their supply chain is well diversified and our outlook is therefore positive
- IC Group will continue to engage regularly with our suppliers to assess upstream impacts. We do not view this situation as a one-time event, but one that requires continued vigilance. At this time after a thorough evaluation of our supply chain we have determined that there is no immediate threat to our supply of consumables, we have not been informed of any documented shortages or interruptions from our suppliers, we do not foresee our ability to supply product to be impacted by the recent coronavirus outbreak but we will share any updates as we continue to evaluate supply chain disruptions related to the pandemic

### **Business Continuity measures**

- IC Group has developed contingency plans that will allow many of our key staff to work from home using a secure VPN connection to our network and MIS system
- IC Group are members of a peer group of some of the most innovative printing companies across the USA and Canada and these members have agreed to serve as disaster recovery and overflow sites in the event it becomes necessary for IC Group to outsource commercial print work
- For our secure print and mail programs, IC Group has already established secure disaster recovery sites that we can divert secure print and mail work to

We feel confident that these measures have positioned us well to navigate any potential impacts of COVID-19 and be in a position to meet our customers' product and service needs while protecting our employees to the fullest extent. We will continue to monitor this situation closely and take any additional steps necessary to service our customers with the minimum disruption possible.

I would like to take this opportunity to thank you for your continued support of our business. We value our partnership and hope that this issue is resolved quickly for the benefit not only of our combined businesses, but for the health and welfare of those individuals, families and communities impacted throughout the world.

Sincerely,

David Macfarlane  
President  
IC Group