

June 30, 2020

A letter to our customers during this unprecedented time.

We are now well into the disruption to our daily lives caused by the COVID-19 pandemic and I would like to share some of the changes that have taken place at ICP Building Solutions Group during this crisis. As an essential business producing materials utilized not only in the infrastructure of our communities but also directly in the fight against COVID-19, our facilities never completely shut down. Our essential employees have maintained dedication to serving our communities throughout this change. We, at ICP and the industries and communities we serve are very thankful for their dedication.

### **Our commitment to helping fight the virus**

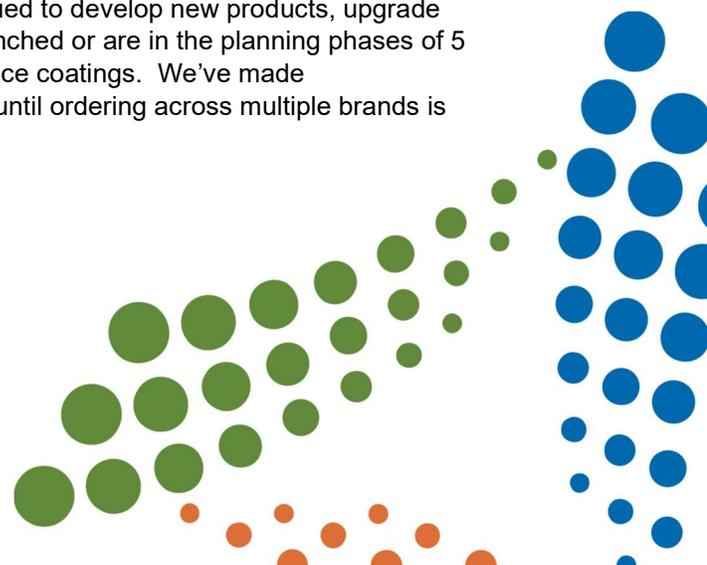
As you may or may not know, we manufacture six disinfectants that are EPA registered and on the EPA's List N (disinfectants for use against SARS-CoV-2). The heightened demand and importance of such products has well exceeded our previous capacity. Fiberlock Shockwave disinfectants, designed for use on various surfaces subject to contamination, including wood framing, carpets, and other porous and nonporous surfaces, utilize quaternary ammonium as their active ingredient, which is highly effective against resilient viruses. Given the increase in demand, we needed to be strategic with the supply of quaternary ammonium available to us. As such, at our Andover, Massachusetts facility, we revised our production capacity of our Shockwave RTU (ready-to-use) formulation to provide professionals with a highly convenient disinfectant solution that can be used anywhere, even if clean running water is not available.

Additionally, we've also outfitted our Waukegan, Illinois facility for increased production of Benefect Decon 30 product (also on List N), an authentically botanical-based disinfectant solution that utilizes thymol from essential oils as its active ingredient. This facility has never before produced a disinfectant product, requiring our teams there to be nimble and resourceful—and so far, production has gone off without a hitch.

ICP also strongly believes in the power of education, particularly when it comes to remediation and disinfection during a crisis. To that end, our disaster recovery and infection control experts have written countless articles and technical bulletins and hosted 80 educational webinars with thousands of participants just since mid-March.

### **Continued advancements during stay home orders**

During our transition to working remotely, we have continued to develop new products, upgrade systems and introduce new customer tools. We have launched or are in the planning phases of 5 new adhesive products and 4 new lines of high-performance coatings. We've made enhancements to our systems and will continue doing so until ordering across multiple brands is seamless for our customers.





We've launched our new MasterWorks Community ([www.icpmasterworkscommunity.com](http://www.icpmasterworkscommunity.com)), a web based portal full of articles, FAQs, videos, training courses and tracks to help our contractors and the AED community access information about our full portfolio of products, assemblies and application techniques. We've also utilized this time to move our Murrieta, CA operations into a new state of the art, 52,000-square-foot facility, located in Phoenix, AZ.

### **Maintaining the strength and health of our business**

As we transitioned into what was likely the most abnormal construction season we've ever seen, in conjunction with the overwhelming demand for disinfection products, we've been agile in our shift to meet the current demands of the business. Now as we've implemented these strategies, we are working diligently to ensure we support our core business with the right mix of products as businesses resume in the 'new normal'.

We've done all of this with no layoffs to our workforce. Lastly, of all that's occurred during this challenging time most important accomplishment is that we've kept ourselves and each other safe. Our employees have access to the best disinfectants and proper PPE to protect them and keep their families safe. In addition, our sales team has been armed with safety protocols and PPE for use when visiting customers.

As we move forward, please let us know how we can help support your business through education, product support or supply of new products.

Stay safe.

Doug Mattscheck  
President and CEO ICP Group

