



March 17, 2020

ICT STATEMENT ON COVID-19

Dear Valued Customers and Partners,

We want to provide you with an update on our response to the COVID-19 health emergency. As are you, we are closely monitoring the status of the outbreak and its potential adverse impact on employees, customers, operations and our supply chain.

We have implemented preventive measures such as site visit restrictions, hygiene and social distancing training, along with staggered staffing schedules to stop the potential spread of the disease within our facility. In addition, we have implemented international and domestic travel bans for our staff until further notice. The health and safety of our employees' remains a top priority.

Today we are fully operational, and have experienced no significant delays in manufacturing and fulfilling your orders. However, increased government restrictions, transportation limitations, or unplanned supply chain disruptions could cause potential business disruption in the future.

We are in daily communication with our suppliers to capture updated status information and to minimize parts shortages that could limit our production capacity. We are committed to meeting the needs of our customers, and should the situation change we will provide you with updates as to any event or situation that could affect our business continuity or order delivery performance.

Thank you for your support, and for your business.

The ICT Management Team