

## COVID-19 Communications

To: All ICONIX Waterworks Customers  
From: John Henkels, VP/COO U.S.  
Re: COVID – 19 Communication  
Date: March 18, 2020

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ICONIX Waterworks is making every effort to ensure the safety of our employees, customers and vendors. Our locations all remain open, as we are an essential part of the infrastructure support for our communities. We expect to be able to conduct business with skeleton staff, or in some cases, a full staff. But, as the situation unfolds, this could all change very quickly and we will make it a priority to notify you accordingly.

We have changed the order processing methods to help protect our employees and customers alike. Our best defense today is keeping diligent with personal hygiene and social distancing. In order for us to adhere to this, we will be temporarily changing the way you order product from inside of our facilities. It is requested that all orders be placed via phone, email, or text. We welcome you to even do it from our parking lot. We will immediately pull your order and have it waiting for you at Will Call. Let us know when you arrive and we will bring it to you, with the proper paperwork (not too different than a drive-through restaurant transaction).

If you require coming in to our location, we will need each visitor to complete a self-declaration form in which your employee essentially declares COVID-19 status. We understand this is intrusive, but quite necessary given the risk to our employees as this virus is very communicable. Our goal is always to provide superior customer service combined with safety first.

We value your business and apologize for any inconvenience this may cause but we appreciate your cooperation in keeping everyone healthy and safe.



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John Henkels VP/COO

# Steps We're Taking to Address COVID-19

To Our Valued Customers, Vendors, and Partners:

As ICONIX Waterworks continues to monitor the coronavirus (COVID-19) situation very closely, we want to share the actions we're taking to keep our branches safe and clean for you, our employees, and the community in general.

We want to assure you that we have already implemented certain protocols in our branches and offices and are closely monitoring for updates so we can make necessary changes with guidance from local and public health agencies and the World Health Organization.

To date, we have:

- Enhanced our cleaning processes at all ICONIX locations, which includes regularly disinfecting high-traffic areas and surfaces such as sales counters, product displays, and door handles.
- Suspended our complimentary in-store services as a precautionary measure, and for the welfare and safety of our customers and employees (i.e. coffee and donuts).
- Formed an internal committee to field questions and provide employees with updates as the situation unfolds.
- Developed contingency plans for our branches that can quickly and efficiently be put in place depending on the needs of the community.
- Ensured our employees have the information they need to stay healthy, to stay home if they are feeling sick, or to work from home, wherever possible.
- Placed restrictions on business travel and have strongly advised employees to avoid personal travel outside of their country.
- Requested employees who have traveled outside of the country to self-isolate for 14 days.
- Developed guidelines for Customers, Vendors, and Partners to follow prior to and while visiting ICONIX sites or projects.

The health and safety of our customers, partners, and employees is and always will be our top priority, and we will continue to take the necessary steps to ensure we are doing our part to keep the community healthy.

If you have any questions or concerns, speak to our Branch Manager or contact us at [inquiries@iconixww.com](mailto:inquiries@iconixww.com).

We thank you for your support and look forward to continuing to serve you.

# Guidelines for Visitors to ICONIX Branches

**March 17, 2020**

The health and safety of our customers, partners, and employees is and always will be our top priority, and we will continue to take the necessary steps to ensure we are doing our part to keep the community healthy during the COVID-19 outbreak.

ICONIX is taking appropriate measures within our company to ensure that our employees remain safe. We kindly ask that all visitors to ICONIX branches/projects adhere to the following:

- Call, text, or email the ICONIX branch/project in advance to conduct any business (e.g. placing or picking up an order, etc.).
- When you arrive at an ICONIX branch or site, our goal is to practice social distancing (e.g. conduct all business outside the branch with limited social contact).
- Avoid in-person meetings and use technology such as email, cell phones, texting, FaceTime, whenever possible.
- Declare if you have been outside of the country in the last 14 days or have been in contact with someone who may have COVID-19.
- Do not send workers to our branches/project sites if they are ill, have recently travelled outside of the country, or have been in close contact with someone who has travelled or is ill.

Other tips to prevent the spread of COVID-19:

- Stay home and avoid visits to an ICONIX branch or project if you are not feeling well.
- Practice good hygiene – wash your hands with soap and warm water for 20 seconds.
- Don't touch your face, eyes, or nose.
- Sneeze or cough into a tissue and discard immediately.
- Avoid close contact with other people and do not shake hands, hug, etc.
- Avoid large gatherings whenever possible.
- Practice social distancing.

If you have any questions or concerns, speak to our Branch Manager or contact us at [inquiries@iconixww.com](mailto:inquiries@iconixww.com).

We encourage you to share this with others. We thank you for your support and look forward to continuing to serve you.

