



To: All ICONIX Waterworks Customers  
Re: COVID-19 Update  
Date: May 19, 2020

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The past several months have been unlike anything we've ever experienced and we're making every effort to ensure the safety of our customers, employees, and the communities we serve while continuing to safely operate. Part of this has meant serving you in new ways – through contactless ordering and curbside pickups or deliveries. As provinces and states begin to ease their restrictions and share their plans to re-open, we'd like to share an update on our operations.

Our locations all remain open and we continue to monitor the situation and implement safety protocols for our employees and customers. For the time being, we will continue to conduct business while adhering to physical distancing measures – taking your orders digitally over the phone, email, or text and arranging for curbside pickup or delivery.

When the time is right and we feel it is safe to re-open our doors and allow foot traffic into our buildings, we want to ensure that the environment is safe for everyone, which means:

- taking steps to allow for physical distancing of two meters or more, including limiting the number of employees and customers in the building;
- increasing cleaning and sanitization;
- continuing to offer contactless curbside services at selected branches; and
- pausing or adapting high-touch services, product returns, and customer events.

Our goal is to always 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.

We encourage you to visit our website regularly at [iconixww.com](http://iconixww.com) for the latest on how we're responding to COVID-19.

On behalf of the entire team at ICONIX Waterworks, thank you for your loyalty and ongoing support.

Stay well and be safe,

Tony Codispoti  
VP & COO, Canada  
ICONIX Waterworks

John Henkels  
VP & COO, US  
ICONIX Waterworks