

Re: Coronavirus

■ March 16, 2020

Our Valued Customer:

With the COVID-19 Virus and Tariffs impacting all of our Industry's supply chain, we continue to work to keep our customers supported, but there is much uncertainty. As more segments of our society and businesses shut down, there may be risks in our ability for us and our suppliers to support your demand and needs in a timely manner. For example, as more schools close, some employees (both with us and our suppliers) may be forced to stay home to care for their families. In addition, many State and Federal mandates will be affecting standard operating procedures for all of us. This could impact ICM's ability to respond as quickly as we historically have. We have been building inventory in anticipation of expected disruptions, and are ready to fill orders immediately from stock in most instances.

In order to keep you supplied with inventory, we are asking you to provide us firm orders as soon as possible, and encourage shipment request to be as soon as possible as well.

ICM continues to be focused on providing consistent inventory availability for our customers, however we only have very limited forward-looking visibility. We rely on predictive analytics and forecasts to ensure we are stocking the correct inventory for you. Please understand, firm orders will give us visibility and increased probability in securing required materials for production. It will also help us allocate and schedule human resources required to process those materials. Therefore, we require your assistance with as much visibility as you can provide so we may coordinate both materials and human resources to meet your requirements. ICM is doing all that is possible to insure we have the components to manufacture your needed products, yet we are also at risk due to potential supplier interruptions related to our normal requirements.

With that in mind, we strongly suggest that you consider placing firm orders for the items you know you will need--especially items tied to important programs you support. We will work with you to get the material into your facility as fast as possible to help mitigate any potential disruptions.

Please work with our sales team to place the orders for your current requirements as well as future requirements. We are requesting that you place orders for your requirements up to a minimum of 6 months, and preferably for up to 9 months. It is our intention to place priority on the firm orders received from our existing customer base on a first come first served basis.

Andrew S Kadah

President, ICM Controls