



P.O. Box 23088
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Tel.: (1) 727 536 7895
www.bicgraphic.com

March 17, 2020

To our valued partners,

During the current circumstances related to COVID-19, BIC Graphic's top priority is the health and well-being of our employees, customers and vendors. We are actively monitoring the situation with our Executive Team, meeting daily at 8:00 am and continually throughout each day to assess ongoing developments. Here are some of the ways we are supporting our People, Customers and Partners during this difficult situation.

Empowering Business Operations

- At this time, BIC Graphic is taking and producing orders to ensure minimal, if any, disruption to our order flow.
- Our order entry partners have completed setting up their employees with home connectivity to ensure our continued ability to process orders.
- All BIC Graphic sites are operating with social distancing in place and avoiding crowding common spaces as recommended by the CDC to minimize potential transmission of the virus.
- Our domestic supplier partners have similar measures in place, and all our factories in China are open and now operating at 100% production.
- We have the the largest supply of always in stock, USA made items as well ample inventory of most products on hand, but in the unlikely event we are out of stock on an item we are prepared to offer a similar or upgraded item at the same price.

We are fortunate to be a full-line supplier with diversified offerings in four different facilities. Our business operates with sites in Minnesota and Florida, as well as with external partners to support business continuity. Additionally, the new bicgraphic.com is up and running where you can place orders and get them into the system 24/7.

Enhanced Sanitation Measures

In addition to following the CDC guidelines for hand washing and sanitation, we are increasing our standard daily sanitation measures in four ways to maintain the healthiest possible environment:

- A regular cycle of cleaning with increased frequency for all public spaces such as breakrooms, cafeterias, bathrooms, etc.
- All BIC Graphic Team Members are participating in cleaning and disinfection of offices, as well as workstations on the production floor at every shift change
- Hand washing, another CDC recommended precautionary measure, immediately upon arrival at work for all employees
- Work cell distancing, where production associates who must work less than six feet apart to ensure safe machine operations follow enhanced sanitation protocols.



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Supportive Communication

A COVID-19 Employee Resource Hub has been added to the BIC Graphic intranet with real-time company updates, reminders, education, etc. to keep our employees informed with the latest information from the CDC. We are proactively communicating with employees and addressing questions and concerns as they arise.

Caring for Our Employees

We are in the midst of ramping up remote access for employees with the ability to work from home by prioritizing critical needs and available technology. We will be implementing this policy as soon as possible with a full rollout planned for the end of this week. However, the entire BIC Graphic Executive Team and many extended leaders will continue to work at our sites to closely assess the ongoing situation.

Additionally, we are postponing all factory tours and limiting sales visits to essential domestic travel only. Employees are fully equipped with Zoom remote meeting capabilities to stay connected with colleagues, customers and external partners via video conferencing when working remotely.

BIC Graphic will continue to take and produce orders with no anticipated disruption to our order flow while we monitor this ongoing situation. It is our goal to stay informed, use necessary precautions and prioritize the health of our employees and customers. Please reach out to your BIC Graphic representative with any additional questions or concerns.

Sincerely,

David Klatt, CEO