

# CORONAVIRUS UPDATE

## *Information About Our Partnership*

Dear Valued Partner,

All of us are closely monitoring the global spread of the coronavirus disease (COVID-19) and understand the concern and uncertainty you may be experiencing during this difficult time. Our primary focus continues to be the safety and well-being of our team members, customers and partners.

Following the safety suggestions recommended for eliminating the spread of the virus, we have initialized our Business Resiliency plan and now have over 95% of our team members working remotely via secured connections to our network. During this time, we do not expect any disruption of services to our customers.

### What You Need To Know Regarding Our Partnership

- **Office Visits and Deliveries:** During operations under our Business Resiliency plan, we are not allowing visitors to any of our locations until further notice. If you routinely make deliveries to any ICW Group office, the delivery process remains the same at this time.
- **In-Person Meetings:** During this time period we will continue to engage our partners in procurement activities such as contract negotiations and renewals, and requests for information or proposals. However, meetings should be held using a virtual meeting or conference call option.
- **Submitting Invoices:** ICW Group's Zycus supplier portal continues to be available 24/7. You can use this resource to confirm Purchase Orders, submit invoices and check the status of payment. The Zycus Supplier Registration and Login portal can be found on our [ICW Group Suppliers](#) web page.

We appreciate and value your partnership and together we will get through this difficult time. If you have any questions, we are here to help. Please contact the Procurement and Vendor Management Services team at [PVMS@icwgroup.com](mailto:PVMS@icwgroup.com).

Sincerely,

ICW Group Procurement & Vendor Management Services