



COVID-19 STATUS UPDATE

Good afternoon,

On April 5th, the Government of Quebec extended the closure date for non-essential businesses in the province, until May 4th, 2020. ICC has received a letter from the Ministry of Economy and Innovation stating that portions of ICC's operations can continue but must be kept to the strict minimum. Only activities related to emergency services are permitted.

ICC will unequivocally respect the order and maintain only essential operations. All ICC distributors have been deemed essential in their respective regions throughout North America and play a key role in the heating and HVAC community. The following operations will continue to take place, albeit with minimal staff and under strict protocols.

- Industrial chimney production
- Industrial quotations (remotely)
- Emergency residential venting production (small volume of solid fuel venting only)
- Customer service (remotely)
- Tech support (remotely)

Residential production will be limited only to solid fuel venting which includes EXCEL, Ultrablack, Prime, and Pellet Vent at this time. Our production capacity is drastically reduced as we are operating with only 15% of our normal work force. This is the best way we can ensure proper safety precautions are followed and to limit potential transfer of the virus. Fireplace production remains temporarily halted.

Thank you for your loyalty and confidence. Rest assured that we are doing everything we can to supply you with the essential products that you and your customers need, and to keep our people safe.

Daniel Laviolette
President, ICC Chimney Co.

