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3/11/2020

Dear Valued Clients:

As the entire world continues to grapple with the pandemic of coronavirus (Covid-19), our hearts go out to all those who have been affected by the outbreak of this virus.

Here at iColor, we are taking diligent steps to ensure that we stay committed to the welfare and support of our clients, vendors and fellow employees. In the last few weeks we have taken the responsibility of outlining precautionary steps in our facilities in response to the developing concerns of our local communities. Additionally we have prepared our staff and facilities to respond quickly to the changing environment.

In the midst of this pandemic, I appreciate your understanding that at this time your iColor customer experience may appear slightly different as we work our way through these sensitive issues. Effective March 18th or sooner, the following actions will be assigned:

- 1) Immediately halt in person meetings at all facilities and client locations.
- 2) Engage remote access and virtual collaboration for all eligible employees.
- 3) Temporary delays of service to non-regulated client business effective March 18th thru April 2nd.
- 4) Allow regulated federal and state mandated client work to remain open - business as usual.
- 5) Temporarily close receiving docks from March 18th thru April 2nd.
- 6) Halt inside delivery and will call options.
- 7) Continue to maximize all sanitation efforts daily for and at all facilities.
- 8) Continue to cooperate and uphold guidelines of health organizations and government authorities.

We promise to provide updated communication at the highest level of transparency as the issue evolves to ensure your needs are met.

These steps are monumental and bold for any company; how we choose to respond and react in such pressing times is a representation of our beliefs and values as an organization. Together we will make a difference.

Thank you once again for your continued trust in our brand and the opportunity to be of service.

Adil Khan  
President  
iColor Printing & Mailing Inc.

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