



March 20, 2020

Dear Members,

As of today, March 20th, 2020, ICIA laboratories are open and operational. It is our commitment to remain in contact with our members and customers to increase our efforts of providing the timely, crucial data that is essential for your businesses. We have received input from many of you indicating a number of samples that are of highest priority. We will continue to process samples in each of our laboratories until we receive a directive that we are no longer able to remain open, if that should become necessary.

As we continue to monitor the latest developments of the COVID-19 virus, we are revising our measures and implementing our plan of action to help prevent the spread of COVID-19, as well as outlining proper operational procedures.

While we still have no known cases among our team members, we remain aware that carriers may be asymptomatic. We have restructured our work stations to promote further social distancing. We have revised our policy to state that colleagues or any members of their household who are sick are to remain at home and not come to work until feeling well a minimum of 48 hours. Our colleagues who can work from home continue to do so, thus minimizing contact with others on site. Business travel and large group meetings have ceased, and all group and committee meetings have been rescheduled to be held by video conferencing.

ICIA is committed to our member customers. Be assured we will continue to work hard to get sample test results completed as quickly as possible. The senior leadership team meets at the start of each day to understand the workload in each lab and availability of people resources during this crucial time. As we continue to navigate this crisis together, we appreciate your continued patience. Again, if you have samples requiring higher priority, please let us know as soon as possible. Our entire ICIA staff is unwavering in their commitment to maintain business continuity while taking appropriate measures to protect the health of our families and the community.

We will provide updates as further developments become available. Please feel free to contact us at any time with questions or concerns. Thank you for your trust in ICIA laboratories.

Sincerely,

A handwritten signature in blue ink that reads "James".

James Fung
Chief Executive Officer
Indiana Crop Improvement Association