

April 3, 2020

Dear ISOLATEK Recognized Applicator:

These are uncharted and challenging times. We hope you and your families are staying safe while adjusting to working remotely, or in the office, or at construction sites with social distancing precautions in place. We thought it might be a good idea to provide you with an update on Isolatek's current operations, product availability, and expectations moving forward given the COVID-19 crisis impacting us all.

Currently all of our CAFCO<sup>®</sup> Board, Wet Mix, Dry Mix, and Intumescent manufacturing locations are fully operational and are even running overtime. We have had no disruptions in our Supply Chain at this point and there is no shortfall forecasted. We are also building inventories where possible in both feedstocks and finished goods where production capacity and worker availability allows. Our front-line plant operations have been the stars, while balancing their commitments at home and with those at work to keep our production lines running. As you might expect, we have had to take necessary precautions to keep our workers safe which has included quarantine and deep cleaning of plant facilities. Our operations team has proven to be quite adept at managing these new challenges, but we realize with COVID-19 circumstances can also change.

We continue to face some challenges at our Huntington CAFCO BLAZE-SHIELD<sup>®</sup> facility as strong demand and the COVID-19 crisis further test our ability to keep pace with your expectations. At the end of last year, Isolatek International expanded its bagging capacity at Huntington. While this was a significant step, further investments are required and they are planned this year and next. These investments will result in improved output up to the site's permitted levels. We are planning to take a one week shutdown this July to make the next phase of improvements, followed by a three week shutdown in December that will improve our mineral fiber production capability. These multi-million dollar investments are being made to demonstrate our continued commitment to the Huntington facility, the CAFCO BLAZE-SHIELD product line and to you, our highly valued Recognized Applicators. As we near the sites wool production capability, further expansion will be considered based on alternate mineral wool availability and continued market demand.

In these difficult times, we are all forced to find ways be more resilient, resourceful, responsible, and creative. We are all testing our limits. We wish you and your families all of the best. Thank you for your continued loyalty and by working together, we will see our way through this tremendous COVID-19 challenge that has been thrust upon us all.



Scott Schwartz  
CEO, Isolatek International



Kurt Neff  
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