

Alfortville, 20 March 2020

Dear Valued Customer,

In light of the current circumstances, we are re-organising the way we work to take on board the measures decreed by the public authorities, whilst continuing to honour our commitments towards you.

Our priority is to be able to follow through on the projects we have underway with your company, whilst taking all necessary steps to protect our staff.

All ICE staff members who are able to work from home are doing so, with the necessary communication tools in place.

We are maintaining a service on-site to fulfil our contractual obligations towards you, whilst regularly reminding our employees of the need to strictly comply with the protective measures.

Your technical and sales contacts can be reached at their usual telephone numbers. The ICE switchboard is also available from 8:00 until 14:30 (8:00 until 13:00 on Friday). Emails sent to [contact@icelec.com](mailto:contact@icelec.com) will still be forwarded to the right contact.

For the projects and assignments we have in progress, we are doing everything we can to be able to find a solution for you and gauge the feasibility based on the changing situation. All projects are being studied on a case-by-case basis to provide you with an effective response.

Regarding deliveries, our staff will contact you to check that your teams are able to receive them correctly.

For forthcoming services, mindful of your own requirements, we recommend that you get in touch with your usual contacts using their telephone and email contact details to discuss these projects.

A crisis team is meeting on a daily basis to review the situation and adjust the measures taken. We are all looking forward to when we will be able to talk confidently about fully returning to business as usual, so we can most effectively cater to your requirements.

Please do get in touch with us to discuss how we can set up new ways of working together and prepare for the future.

Thank you for your understanding and your trust.

Regards,

Yorick Léciagueçahar  
Commercial Director



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