



**INNOVATIVE LAMINATIONS**  
C O M P A N Y , I N C  
A **trotec** COMPANY

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March 17, 2020

Dear Valued Customer,

At Innovative Laminations Company, we take the health and welfare of our employees, our customers, our suppliers and our community seriously. With the progression of the COVID-19 pandemic, we have implemented a number of proactive, precautionary policies, while making every effort to provide you quality service with as little disruption as possible.

**Our COVID-19 Strategy:**

The following procedures are now in effect at Innovative Laminations Company in New Bern, NC. We are focusing on the safety of our staff and clientele, and our policies are being regularly reviewed and updated as events unfold. We remain in consultation with government health agencies and our community, to ensure we are taking appropriate action.

- We will continue to manufacture and ship orders as normal.
- We have implemented enhanced cleaning and disinfecting protocols in our offices and plant and are following other recommended guidelines put forth by the NCDHHS.
- We have invested in technology to ensure staff can operate remotely from any location, and have strongly encouraged those who can work from home, to do so.
- We have restricted all business travel and visits to Innovative Lamination have been cancelled.

Though the way we are conducting business during these challenging times may be different, we continue to manufacture on all lines, our customer service/sales/procurement team, while working remotely, are fully functioning and our raw material supply is uninterrupted.

We sincerely value our ongoing relationships with you. For most expedient response or if you have any questions or concerns, feel free to follow up directly with a member of our team at (252) 665-0802, call your sales representative or email [ilc-customerservice@troteclaser.com](mailto:ilc-customerservice@troteclaser.com).

We wish everyone the best during this difficult time as we work together to minimize the spread of this virus.