



IPI's quality products and exceptional service ensure customer satisfaction while our work training opportunities make brighter futures possible for Iowa's offenders.

Showroom & Sales Office: 1445 E Grand Avenue, Des Moines, IA 50316 | 800-670-4537 | www.iaprisonind.com

April 7, 2020

To our valued IPI customers,

As we continue to navigate through the Coronavirus pandemic, it's important to us that we keep you, our valued customers, updated on our operations. Iowa Prison Industries, as a Division of the Department of Corrections, continues to take numerous precautions to help ensure the health and safety of not only our staff and incarcerated workers but also Iowa's entire correctional staff and prison population.

The following safety measures are currently in place:

- The Des Moines Sales & Customer Service Office is closed to the public and minimally staffed with the majority of staff working from home
- Several of our Business Office staff are working from home
- Deliveries are hands-off; no signatures required
- Tours of our shops are suspended
- Attendance at trade shows or conferences is suspended
- Sales Representative travel will be extremely limited

IPI is confident our Sales and Customer Service team will be able to continue to provide you the service and support you need even with the above safety measures in place.

At this time, our shop operations are going strong, but we are starting to see disruptions in our supply chain deliveries as many factories are struggling with closures, absenteeism, and issues with deliveries of their own raw materials. While we will do our best to contact customers on specific orders that will be delayed, if you have any questions regarding delivery of your orders in process, please contact Customer Service at 800-332-7922.

As we continue to work closely with the Department of Corrections and respond accordingly to changes in the COVID-19 situation, IPI will update our customers as needed.

As always, we're thankful for the opportunity to serve you, and we appreciate your continued support of our work training programs. If you have any questions, please don't hesitate to contact us at 800-332-7922.

Sincerely,

Bob Fairfax
Director of Sales & Marketing