

Dear valued customer,

Since its founding, TempAid has always had the objective of approaching the cold chain packaging market differently from the rest.

With the knowledge that most discarded packaging material ends up in biologically active landfills, we made it our goal to use non-sustainable solutions only when a viable green alternative was not available that could perform at the same level. Earlier this year, we announced the creation of our first-ever environmentally friendly, [drain-safe gel packs](#). Today, we are announcing the first in our line of [biodegradable EPS coolers](#).

The new EarthWise™ Bio EPS coolers contain a resin that is proven to be 92% biodegradable in most landfills\*. These coolers have been thoroughly qualified in our ISTA member lab to perform at the same levels as standard EPS, and we have begun mass production of the product line in all 20+ sizes of our current EPS coolers.

With this, we are announcing the discontinuance of our standard EPS product line. **Starting November 1, all EPS coolers supplied to our current and future customers will be of our biodegradable product line. There will be no increase in costs**, only the satisfaction in knowing you are minimizing your contribution to the waste problem in our environment.

Qualification performance and environmental testing data are available upon request. I am attaching a copy of the datasheet for this product for reference.

This revolutionary change is a first step in providing solutions that will support the next generation on our planet. We hope you will join us in supporting this change, and as always, we appreciate and value our business relationship and look forward to your continued interest in our products.

Regards,



Ryan Sanders  
President, TempAid Division  
Rapid Aid, Inc.

\*The resin used in EarthWise Bio EPS coolers biodegrades 92% over four years. They were tested under conditions simulating both wet and biologically active landfills using the ASTM D5511 test. The extent of degradation and the stated rate does not mean the product will continue to decompose.