



FOR IMMEDIATE RELEASE

BioLab's Dedicated 24/7 Call Center for Local Rockdale County Residents and Businesses to Open Today

Conyers, GA, October 8, 2024 – As part of its ongoing efforts to expand support services for the local community affected by the fire at its Conyers facility, BioLab will today open its dedicated round-the-clock call center for the Rockdale County community at 10:00 a.m. Eastern.

Starting today, local residents and businesses can call (678) 301-2359 to speak with a live representative, 24 hours per day, 7 days a week. The center will assist with evaluating and processing reimbursement requests from local residents and businesses as well as answering general questions.

“Our team at BioLab is committed to making things right for the residents and business community impacted by the fire at our warehouse,” said Michael Sload, CEO of BioLab’s parent company, KIK Consumer Products. “We recognize that members of our community have questions and concerns, and we want them to know that we hear them and are committed to being there for them. This call center is one of many resources we have underway to assist our community, based on our ongoing dialogue with residents, government officials, and other stakeholders. We will continue to do whatever it takes – for as long as it takes – to support our community.”

BioLab continues to work diligently as part of the Unified Command response team, bolstered by the support of the technical experts deployed by the company, to address the situation at its site. The company has continued to make progress, prioritizing at all times the health and safety of the community. Yesterday, on October 7, the [Rockdale County Emergency Management Agency](#) was able to announce the lifting of the shelter-in-place except for the two-mile radius around BioLab’s facility, reducing the number of those affected by the shelter-in-place. This recommendation was based on air monitoring data over the last five consecutive days.

Beyond the remediation efforts onsite, and in addition to the call center activated today, BioLab is also currently doing the following:

- **Offering Debris Clean-Up:** Understanding that there have been concerns among local residents about debris from the fire where wind has carried materials offsite, BioLab has been actively working since the onset of the situation to remove debris from public areas and roads. In addition, BioLab has activated a debris removal service for community members who wish to have fire debris cleared from their private property. Requests can be submitted to DebrisPickup@biolabinc.com.
- **Appointing a Community Liaison:** BioLab has appointed a local Community Liaison who is a highly experienced BioLab employee. The liaison is on the ground engaging with residents and local businesses to answer questions and understand how the company can best support its community.
- **Providing Local Community Assistance:** BioLab is working swiftly to open its in-person local Community Assistance Center, which will provide a central location for local residents and business owners to access information and resources coordinated by BioLab.
- **Supporting Local Organizations:** BioLab has made donations to Rockdale Emergency Fund and United Way to support their efforts to assist local residents, partnered with local

organizations to provide food to children who are remote learning, and is connecting with additional agencies to establish further partnerships.

Updates and resources will continue to be made available on BioLab's dedicated website: www.BioLabCommunityResources.com.

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