



February 24, 2021

Re: Raw Material Shortage & Supply Chain Disruptions

Dear Valued Customer,

Over the last several months, we have experienced multiple disruptions in the supply channel, including freight constraints and shortages of raw materials. Most recently, the extreme weather in the Gulf Coast has significantly exacerbated the situation. These shortages will continue to affect our ability to obtain sufficient amounts of certain raw materials, which may impact your purchase orders.

We are currently assessing the scope of the product lines affected by these unforeseen shortages. Once we understand the impact of these events on our supply chain, we will reach out to you with more information as it becomes available. Future actions as a result of these events may include:

- Late delivery notification of your current purchase orders;
- Longer lead times for specific product lines impacting current and new purchase orders;
- Possible allocations for specific product lines; and
- *Force Majeure* for specific product(s) and/or product lines.

We are doing our best to manage a difficult and dynamic situation, which is evolving daily.

We sincerely regret the impact that this situation could have on our valued customers' businesses. Thank you for your patience during this difficult period.

Sincerely,

A handwritten signature in black ink, appearing to read "Igor Leclere", with a long, sweeping underline.

Igor Leclere
North America Business Director
Durable Goods Business Unit

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