



Announcement Saint-Gobain Abrasives North America

March 17th, 2020

To: The Saint-Gobain Abrasives Customer Family

Update from Saint-Gobain Abrasives on the Coronavirus (COVID-19) Outbreak

The world is facing a global health crisis with COVID-19. Saint-Gobain's teams have mobilized to protect everyone's health and safety, to act as a responsible company and responsible citizens, and to ensure as best as possible the continuity of our business activity. We continue to adjust and update our business practices as this fluid situation evolves.

In addition to our most recent update from March 13th we've taken the following additional steps in our business to maintain continuity, protect our people, and our customers;

- We have implemented a work-remotely policy for non-essential staff members in our offices.
- This includes our customer service team in Stephenville, TX. We have executed our contingency work remote plan for this team, which has been practiced on a regular basis in the past year. This will be in place through at least April 10th.
 - For fastest response times, please shift your method of communication with this team from phone to email where possible: nacustomerservice@saint-gobain.com
 - Phones are still being staffed by limited personnel on site, so you may face some minor hold times if you choose to call.
- We have asked our outside sales team to work remotely from their home offices and to restrict travel and customer visits to reduce additional risk. They remain ready to receive your call and respond to your requests.

It is important to note that we have not yet seen any significant impacts to our supply chain operations. In order to continue our close management of this crisis we do request that you work closely with your sales representative to forecast demand and keep us closely in tune with your upcoming product needs and production outlook.

We are here to support you and your operations, so please do not hesitate to contact us for any and all of your abrasive needs. We will come through this together. During uncertain times, we continue to invest in people, operations, and technology so we can continue to deliver the performance you have come to expect along with the personal service that you require. Our sincere thoughts go out to all of you. Thank you and we wish you well in this trying time.

Best regards,

Glenn Knowlton

Vice-President of Sales and Marketing
Saint-Gobain Abrasives North America