

March 20, 2020

To Our Valued Distributors, Representatives and Customers,

The close and trusted relationships we have built with you over our 114 years of continuous operation are the lifeblood of Bobrick. As we are all part of improving hygiene through restroom equipment, design and installation collectively we play a necessary role in addressing the challenges posed by COVID-19. Like you, we are focused on responding to the increasingly complex and evolving challenges over the past month and into the immediate future.

Our concern has been taking care of our employees and commitments to our customers. As we wrote previously, Bobrick's North American and UK manufacturing facilities allow us to operate without major disruption thus far. We have adopted practices in keeping with local and national guidance, to include work-from-home strategies, social distancing and enhanced hygiene measures.

Business Continuity

Bobrick is currently following all applicable CDC guidelines with regards to the COVID-19 pandemic crisis. This includes implementing extended teleworking arrangements for all office employees (e.g., Customer Service, Supply Chain, Finance, Credit, and Architectural Services departments) where feasible. Other actions we have taken include:

- Restricting non-essential visitors from all Bobrick locations.
- Ceasing all company travel and recalling all employees who are at other facilities or locations. Any employee returning from international travel is required to self-quarantine for 14 days.
- Assisting our employees in finding child care solutions.
- Encourage employees to check their temperatures before they come to work and we have plans to check every employee every day with infrared thermal thermometers (pending receipt).
- Providing paid sick leave.
- Creating a second shift for our factory and warehouse operations to separate our employees in order to increase the physical space between workers at the worksite, and to assist employees with childcare issues.
- Continue to closely monitor guidelines from the CDC, and reports from local and state health officials; and will adjust our policies and practices on a week-to-week basis.

A Strong Value Delivery Chain

We are equally committed to supporting and enhancing a strong value chain with all of you in these times. Our ongoing interaction is extremely important to us and our teams are working hard to seamlessly provide continuity and support.

- As Bobrick employees work from home or in the office, they will communicate directly with you and your teams keeping close watch on our commitments and key deliverables.
- We are also in direct communication with all our key suppliers, to ensure seamless delivery of finished goods.

- We will be working closely with our Sales Representatives to help strengthen our collective capability for better collaboration, from specification to job site support, and real-time communication.

What's Next

In the weeks ahead, we will continue to keep you updated on how we are doing and changes imposed by COVID-19. You can also expect updates to be communicated by our various functions throughout this evolving situation. During this unprecedented moment in our history, we are focused on meeting our commitments to you and improving our working relationships both now and in the better times ahead.

Together we will come through this period even stronger!

Thank you,

A handwritten signature in black ink, appearing to read 'Mark Louchheim', written in a cursive style.

Mark Louchheim
President