

March 23, 2020

Dear Valued Customer:

In an effort to stem the spread of the COVID-19 Coronavirus, Ohio's governor announced a "Stay-At-Home" order effective 11:59 PM Monday, March 23, 2020, effectively closing all non-essential businesses. The Governor of California issued a similar "Shelter-In-Place" order earlier this week. Both orders follow U.S. Department of Homeland Security guidelines and exempt businesses who are engaged in providing essential products and services to support and safeguard the public health, specifically:

*Manufacturers, technicians, logistics and warehouse operators, and distributors of medical equipment, **personal protective equipment (PPE)**, medical gases, pharmaceuticals, blood and blood products, vaccines, testing materials, laboratory supplies, **cleaning, sanitizing, disinfecting or sterilization supplies**, and tissue and paper towel products*

Impact and Malt are **essential contributors** in supporting the needs and interests of public health due to nature of the products we manufacture, convert, inventory, sell and distribute. **So, we will remain open for business**, in all locations including our Toledo, Ohio and Riverside, California facilities. Should that change for any reason, we will advise you immediately.

We are also experiencing unprecedented demand for our products. Because of current order volume, our lead times have increased. To continue to provide all customers with the best service possible, we have instituted some short-term policy changes:

- **Order Allocation:** On some high demand items, we are limiting purchases to only those customers who regularly purchase that item, up to their normal monthly usage each month, for as long as we have supporting inventory. A current list of allocation items is on our website at www.impact-products.com
- **Rush Orders:** At this time, we can not accept "RUSH" orders or add-ons to orders in house. This improves our efficiencies and our ability to serve.
- **Returns:** We are not accepting returns on Impact orders placed between March 1, 2020 and May 29, 2020. For Malt orders, the effective no-return period is from January 1, 2020 until further notice.
- **Private Label:** In order to provide the fastest shipping of products essential to those on the front lines of the fight against COVID-19, we are prioritizing "straight-pull" items for shipping. We ask that in the short term you accept product without your private label. Please specify this at time of order.

Certainly, none of us has ever faced the personal or business challenges that we are facing now. Like you, we are making business decisions on a day-to-day basis as our understanding of both the human and business effects of COVID-19 Coronavirus evolve. We appreciate your continued support, patience and understanding as we manage through these times. If at any time you have questions or concerns, please reach out to your Impact sales leader, or any member of our leadership team.

Sincerely,



Robb Borgen
Vice President, Marketing