

To: All Impact & Malt Customers
Date: March 9, 2020
Re: Order Allocation

Dear Valued Customer:

As you are aware, global concerns about the COVID-19 Coronavirus are continuing to affect both demand and supply of personal protective equipment (PPE) and other products that are either directly imported from Southeast Asia, or those with imported components that may be impacted by extended plant closures, ocean freight scheduling, or other factors.

In order to provide the best possible service to our existing customers, effective immediately we are initiating allocation procedures on some affected products including disposable gloves and microfiber. Allocations on face masks and other high demand PPE also remain in place.

Allocation procedures:

- Customers who regularly purchase items on allocation will be allowed to purchase up to their average monthly usage, by item, per month, for as long as we have supporting inventory.
- Our customer service and operations team will be reviewing each order for proper allocation.
- Orders received for any of these items not previously purchased will be removed.
- Orders received for an amount in excess of a customer's average monthly usage will be adjusted down to the allowed allocation quantity and customers will be notified of the revised quantity to be shipped.

For a complete list of allocation items, please visit our website at: www.impact-products.com and click on the Coronavirus Update link on our home page. We are continuously monitoring our supply chain and we will update this list daily with any additions and deletions.

We are proactively taking these actions to do our best to provide our valued customers with a consistent source of supply during these uncertain times. Like you, we look forward to a quick resumption of normal supply of goods from Asia. We will of course notify you when this occurs, and allocations are able to be removed.

We appreciate your business and look forward to serving you. If you have additional questions, please contact your Impact or Malt sales rep, or customer service:

- Impact Customers: custserv@impact-products.com or 800-333-1541
- Malt Customers: customerservice@maltindustries.com or 888-539-6258

Sincerely,



Chris Tricozzi
Vice President, Sales
Impact Products, LLC



Todd Little
VP, General Manager
Malt by Impact