

March 17, 2020

**Re: SC Johnson Professional Response to Extraordinary Demand Due to 2019 Novel Coronavirus (SARS CoV-2) - UPDATE**

Dear Valued Customers,

As communicated recently, we would like to keep you updated on the steps we are taking to meet the unprecedented surge in demand for our products. SC Johnson Professional is monitoring the situation daily and adjusting our approach as necessary to optimize product supply for our customers.

**Hand Sanitizer / Skincare Dispensers**

In order to ramp up production, we will focus our efforts on a limited range of cartridge sanitizers and dispensers. **All other sanitizer / dispenser products (with no available stock), will be delayed until further notice (including custom dispensers).**

**Please note that as of today, our supply constraints are limited to the sanitizer and dispenser categories. Other product lines might only experience delays due to high demand.**

**Focused Products:**

Product Code	Product Category	Product Description
IFC1L	Alcohol Sanitizer	INSTANTFOAM COMPLETE IHS 6X1L
IFC1TF	Alcohol Sanitizer	INSTANTFOAM COMPLETE IHS 3X1L TOUCH FREE
56827/56824/56826	Non-Alcohol Sanitizer	INSTANTFOAM NON-ALC IHS 6X1L
55857	Non-Alcohol Sanitizer	INSTANTFOAM NON-ALC PURE IHS 6X1L
AFS120TF	Non-Alcohol Sanitizer	INSTANTFOAM NON-ALC PURE IHS 3X1.2L TOUCH FREE
91128	1L Manual Dispenser	BLACK 1L MANUAL DISPENSER 15/CS
WHB1LDS/91427/ 91627	1L Manual Dispenser	WHITE 1L MANUAL DISPENSER 15/CS
SAN1LDS	1L Manual Dispenser	WHITE SANITIZER 1L MANUAL DISPENSER 15/CS

**Order Status**


We have attached a list of your open orders impacted by this announcement. All products in the enclosed document will be unavailable for the foreseeable future. Please confirm to your SCJP Sales Representative your preferred option on how to handle each order:

1. Cancel these products
2. Change to any product listed above
3. Wait for the products to become available

As a reminder of the steps we have taken in response to this situation, we have increased our production for both sanitizers and dispensers to 24/7 and we are continuing to work with our broader supply base to ensure continuity of supply and to maximize our global output in response to this crisis. However, we are already experiencing shortages from some suppliers impacting the availability of touch-free dispensers and pumps used for tabletop formats (ex. 400ml and 47ml bottles).

**Iconic Brands - Hard Surface Disinfectant RTU Products**

We’re experiencing extremely high demand for Disinfectant products used in general cleaning applications. These products can be sourced with your Skincare orders and/or through our network of qualified Wholesalers (Axis, Bunzl/R3, Callico, Dot Foods, Diamond, Essendant, Foreman, Huff United, RJ Schinner, SP Richards, and Sheppard). Supplies are limited.

Category	Description	Item UPC	Case UPC	Case Price	
Disinfectants	10019800707689 Windex Multi-Surface Disinfectant Sanitizer Cleaner Trigger 32oz/12 – PRO	000-1980070768-2	100-1980070768-9	\$ 38.62	
	10025700713781 Scrubbing Bubbles Disinfectant Restroom Aerosol 25 oz/12 – PRO	000-2570071378-4	100-2570071378-1	\$ 34.47	

**Phone / Backorder Enquiries**

Due to high volume of incoming calls, there may be a delayed response to telephone enquiries. If you are unable to wait for a customer support representative, please leave a message and we will return your call as soon as possible. For pricing enquiries, please check your 2020 SC Johnson Professional price list or contact your SC Johnson Professional sales representative.

Please note that we are not able to reply to daily backorder requests currently. Rest assured we are working with our planning and production teams to ensure continuous shipments to fulfill your orders as quickly as possible.

We appreciate your continued confidence in SC Johnson Professional’s line of hand hygiene and disinfectant products.

*Mike Flagg*  
 CEO North America

[Click here](#) to review the SC Johnson Professional® Technical Bulletin on this outbreak and [our landing page](#) for additional resources to promote hand hygiene and other good practices.