



Announcement Saint-Gobain Abrasives North America

March 13th, 2020

To: The Saint-Gobain Abrasives Customer Family

Saint-Gobain Abrasives continues to closely monitor the fluid situation regarding the Coronavirus (COVID-19) outbreak in the US and Canada. We are actively prioritizing the health and safety of you, our customers, our employees, and all our extended families and communities. While we work to participate in the collective effort to combat the spread of the virus, you can feel confident in our ability to maintain business continuity.

We have a global manufacturing footprint and sourcing strategy and are able to shift supplies and manufacturing as needed to minimize any disruptions to you. Additionally, our Customer Service call center in Stephenville, TX has a complete business continuity plan to work remote if the need arises. Our communication platform is up and running without disruption, so feel free to contact our salespeople, our customer service teams, and any of our employees as we remain open for business.

We will limit our visits to your facilities in order to protect your employees while remaining available over many other communication platforms; FaceTime, WebEx, phone, texting, or any preferred method you choose. Customer Service US: 1-800-551-4413 Canada: 1-800-263-6565

It is important to note that due to our substantial North American manufacturing operations and capacity, 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