



**Standing Together with our Norton | Saint-Gobain Abrasives extended family  
during the COVID-19 outbreak**

Dear Customers, Distributors and Valued Partners:

We wanted to take a moment to summarize the steps we are taking to ensure **business continuity** and our unwavering commitment to fulfill our responsibilities to you, the customer, through these unprecedented times.

The Abrasives Business is designated, in many locations, as essential due to the crucial support of manufacturing, distribution and supply chain providing products to the medical, healthcare, national defense, transportation, energy, steel, aerospace and many other essential industries.

We acknowledge that the COVID-19 outbreak is a global crisis with potentially major impacts on the world economy. While we recognize this is unlike anything we have seen before, we have over 350 years of experience in navigating times of instability and uncertainty. With that in mind we have taken the following actions:

- Implemented contingency plans that allow our employees to operate safely while limiting the impact on our business operations.
- Established a special cross-functional leadership team that is closely monitoring coronavirus updates and developments in real-time, and updating protocols as new information comes in from the World Health Organization and Centers for Disease Control and Prevention.
- Strengthened Purchasing and Sourcing teams are in contact with our key suppliers, both domestic and global, to ensure continuity of supply to our operations.
- Updated protocols within our plant facilities to ensure that operators are a safe distance from one another, altering shifts and breaks to maximize isolation, and moving to skeleton shifts where possible.
- Directed all personnel to practice social distancing, proper handwashing, and other hygienic best practices.
- Activated our complete business continuity plan at our Customer Service call center in Stephenville, TX who is a set up to fulfill needs remotely.
- Ensured our Sales Force is set up to connect with all of you through FaceTime, WebEx, texting, or just reaching out by phone.
- We will continue to respect and observe local, state and governmental regulations that are evolving while identifying critical areas and needs to keep business operations.

We are all family and the Norton Spirit is what will help get us through this challenging moment together.

Thank you & Best Regards,

**Manuel Correa**  
Vice President & General Manager  
Saint-Gobain Abrasives, North America

