



March 30, 2020

MSA Corporate Center
1000 Cranberry Woods Drive
Cranberry Township, PA 16066
800.MSA.2222
www.MSAafety.com

To: MSA Channel Partners and Customers

Subject: COVID-19 and MSA Business Continuity

As a result of the COVID-19 situation, MSA continues to receive customer questions about product availability and business continuity.

First and foremost, the MSA team is focused on doing everything we can to protect the health and safety of our global workforce. At the same time, we are committed to meeting the safety needs of our customers, many of whom are on the front lines of ensuring our critical infrastructure remains operational during this time of emergency. We also understand the protective equipment needs of first responders around the world must continue to be met.

MSA is an essential business, and with this sense of purpose, we continue to operate our manufacturing facilities with the knowledge that our Business Continuity plans may need to be adjusted as the situation evolves. We will use these plans to reduce the impact, where possible, of any potential disruptions to manufacturing or delays in the delivery of MSA products to customers who need them.

To that end, we are taking steps, and asking our channel partners to take steps, to place priority on the delivery of products to end-user customers, particularly those identified to have an urgent or immediate need. At this time, we are discouraging our channel partners from placing large goggle, visor, faceshield and respiratory related stocking orders for their general inventory needs.

MSA also commissioned a COVID-19 Response Team under our Crisis Management Program early in the outbreak. A large focus of this team has been centered around COVID-19 prevention and close monitoring of our global supply chain for impacts and mitigation.

Some of the primary prevention actions that MSA has taken are:

- Restricted business travel for MSA employees;
- Mandated a 14-day work-from-home period for employees who return from personal travel to or through U.S. Center for Disease Control (CDC) Level 2 or 3 countries in addition to following any local government requirements for quarantining;
- Held global safety stand-downs to provide employees with COVID-19 prevention guidance from the U.S. CDC and World Health Organization (WHO);



- This includes hygiene guidance and staying home when ill;
- Posted U.S. CDC and WHO COVID-19 prevention guidance in all MSA facilities;
- Expanded guidelines for cleaning procedures in MSA facilities;
- Put in place a rapid response protocol for use in the event that a COVID-19 case is identified in an MSA facility;
- Limited MSA facility visitors to those required for business critical activities and put in place screening for those business critical visitors;
- Implemented work-from-home practices for office staff in the Americas, Europe, the Middle East, Africa and Asia Pacific region, excluding China; and
- Limited customer visits by MSA employees (e.g. sales, service, training personnel) to those that are determined to be business critical in consultation with our customers.
 - Note that in the normal course of business, our sales managers, service technicians and trainers work from home when not on customer visits.
 - We have educated our sales managers, service technicians and trainers on steps they can take when on service calls to reduce the chance of virus transmission, including practicing social distancing and regularly washing hands or using hand sanitizer.
 - We ask that you, our customers, support our sales managers, service technicians and trainers in these efforts.

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To minimize impacts to our supply chain, MSA continues to conduct regular reviews and communication protocols, that include actively tracking third-party supply risks to all MSA facilities around the globe. This includes monitoring the latest transportation restrictions between impacted regions as well as any special transportation required to mitigate a disruption to product availability.

For up-to-date information on product availability and lead times, please utilize shopMSA.com where applicable, or contact MSA Customer Service.

Given the fluidity of the coronavirus situation, we will naturally continue to monitor this situation closely. For the latest information, please see our dedicated COVID-19 area at: <https://www.MSAafety.com/coronavirus>

Thank you for your interest and trust in MSA Safety.

Sincerely,

A handwritten signature in cursive script that reads 'R. Anne Herman'.

R. Anne Herman
Vice President, Global Operational Excellence