

March 26, 2020



To: MSA Channel Partners
Subject: COVID-19 and MSA Business Continuity

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

Dear Valued MSA Channel Partner:

As a result of the COVID-19 situation, MSA wants to address certain questions we've been receiving from you about product availability and business continuity.

First and foremost, the MSA team is focused on doing everything we can to continue meeting the safety needs of our customers and end users, many of whom are on the front line of ensuring our 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.

With this sense of purpose, we continue to operate our manufacturing facilities and distribution centers. We are also continuing to receive orders from you.

MSA has commissioned a COVID-19 Response Team under our Crisis Management Program. 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. For more information on MSA's COVID-19 response, please see our COVID-19 Resource Center for the latest information on our website: www.MSAafety.com.

Given this time of need, we are reminding you of the following:

Avoid Overstocking of Goggle, Visor, Faceshield and Respiratory Products

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.**

Maintain Consistent Pricing

MSA pricing has not changed during this crisis. While we do not set the resale prices at which our channel partners sell our products, please be advised that **price gouging or excessive pricing will not be tolerated.**

Adhere to the Return Material Process and Policy

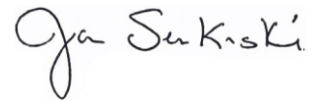
As a reminder, we have attached a copy of our Return Material process, and we want to remind you about our Returns policy. Specifically, **items ordered in connection with natural disasters, pandemic, materials shortages, terrorist activities or like situations are final upon shipment from MSA's factory and will not be considered for return.** The purpose of this policy is to encourage responsible product distribution for the end users who most critically and immediately need our products, and avoid general inventory stocking orders.

Help Us To Minimize Disruption

We encourage you to notify MSA promptly of any changes in your business that could interrupt the distribution of MSA products. **Please communicate any changes to sales.channels@MSASafety.com.**

Together, we will prevail through these unprecedented times.

Stay safe.

A handwritten signature in black ink that reads "Joann Serakowski". The signature is written in a cursive, flowing style.

Joann Serakowski
Director, Distribution and Business Development Americas