



March 23, 2020

To our valued suppliers:

We are writing today to confirm that Knauf Insulation, Inc.'s ("Knauf") operations will remain open through the COVID-19 pandemic, pending further orders from federal, state, or local governments. Unless circumstances change dramatically, you can count on Knauf continuing to provide the quality products for which it is known. Knauf is likewise counting on its suppliers to live up to their contractual obligations and continue to provide us with the products and services that enable our critical operations to continue.

Although states and municipalities throughout the country have issued various commercial activity restrictions, we believe that nearly all restrictions issued to date exclude or will exclude businesses involved in providing critical infrastructure, including construction, to the country's population. Some government orders exempt this activity as "essential services"; others exempt the activity as "life-sustaining businesses." Importantly, the Cybersecurity & Infrastructure Agency ("CISA") of the United States Department of Homeland Security issued guidance regarding critical infrastructure sectors that should continue to operate during the COVID-19 response, stating that "...certain critical infrastructure industries have a special responsibility in these times to continue operations". Critical Manufacturing is identified as a critical infrastructure sector that should continue to operate. However the issue is framed, the spirit of governmental restrictions to date have made clear that critical infrastructure services, like the delivery of construction materials, should continue unabated.

Not only are Knauf's operations allowed to continue during these trying times, Knauf believes that it has a duty to continue operations to the fullest extent possible. As the President noted in his March 16, 2020 Coronavirus Guidance for America, "If you work in a critical infrastructure industry, as defined by the Department of Homeland Security, you have a special responsibility to maintain your normal work schedule." Knauf remains fully committed to meeting that special responsibility, and will continue meeting that special responsibility into the indefinite future. At the same time, Knauf will also act internally to promote and practice responsible social distancing procedures, and to take other necessary measures to do its part to slow the spread of COVID-19.

Specifically with regard to our operations in Michigan, the communication shall also serve as our notification to you that we deem you to be a supplier, distribution center, or service provider whose continued operation is necessary to enable, support, or facilitate the work of Knauf Insulation's critical infrastructure workers, as required by Michigan Executive Order 2020-21 (COVID-19).



Please do not hesitate to reach out to your local Knauf contact with questions, or to share this letter with other companies in your supply chain or with any appropriate governmental authority. We thank you for your continued support of and trust in Knauf.

Sincerely,

A handwritten signature in black ink, appearing to read "John Eichbauer".

John Eichbauer
VP, Operations
Knauf Insulation