



March 12th, 2020

To Our Valued Customers,

Moen values your partnership and is constantly evaluating supply chain risks to ensure a reliable source of supply for your business. As you are aware, the COVID-19 coronavirus has impacted global supply chains. This communication is to make you aware of the actions Moen has taken to mitigate the impact to our supply chain, guidance on how to maintain a reliable supply of Moen products, and how we will communicate with you as the situation develops.

1. Based on proactive supply chain risk mitigation measures, the status of our suppliers, and the status of our Moen operations facilities we do not anticipate any immediate supply problems for our North American customers.
2. Fortune Brands has established a Coronavirus Project Management Office (PMO) that is centrally monitoring the COVID-19 situation, assessing and mitigating the impact to our business, and providing guidance on a range of issues and business decisions.
3. The following is some additional detail regarding the actions Moen has taken and our results thus far:
  - a. Actions
    - i. We set up a War Room and assigned individuals from Supply Chain Planning, Sourcing and Transportation to help monitor and manage the supply chain.
    - ii. We are in contact with our suppliers and transportation providers multiple times per week to understand their capacity and prioritize production and secure steamship/cargo allocation, respectively.
    - iii. We are regularly simulating the entire supply chain leveraging our SAP ERP system with the most recent information we have from our suppliers and transportation providers.
  - b. Results
    - i. Our supply base continues to ramp-up well and in-line with expectations.
    - ii. We have had no issues securing containers, steamship allocation, airfreight, or other modes of transportation.
    - iii. We are expediting freight as needed to mitigate potential supply issues and do not currently anticipate any supply problems for our North America customers.
4. Please follow the below recommendations to best manage demand and service to your customers:
  - a. Stocking Orders and Special Orders – Continue to place orders normally and in-step with customer demand.
  - b. Project Work Orders – For large project work being ordered via a Moen Competitive Job Quote, place orders proactively once the project has been confirmed with a future shipment date to meet your customer’s project timeline.
  - c. Rush Orders – Only orders coded as “Moen Express Direct” will ship inside of normal lead times.



5. To ensure the highest possible service to all of our customers, Moen will monitor customer ordering behavior to identify and address any suspected stockpiling
6. As the situation continues to develop, Moen will communicate any significant changes impacting our supply chain or product availability.

Please contact your Moen Sales Representative with any questions.

Sincerely,

*Scott Sumser*  
VP Wholesale Sales