

March 24, 2020

Our nation and the world at-large are taking swift measures to slow the spread of COVID-19. While Americans are following prudent guidance to distance themselves socially from one another, workers in several key industries like ours must continue to operate in order to protect the public health and keep Americans safe.

Due to our role as a water treatment manufacturer, A. O. Smith and its subsidiaries, Water-Right, Hague Quality Water, and Aquasana, are critical to safeguarding America's drinking and processing water to households, businesses, industrial operations, hospitals, bottled water providers, pharmaceutical and other critical manufacturing, groceries, in-home food services, nursing homes and manufacturing – A. O. Smith and its workforce have been designated as essential to combating this national pandemic by governments that are responding to it.

Accordingly, A. O. Smith, Water-Right, Hague Quality Water, and Aquasana will remain open and in operation during this time to support the fight against COVID-19.

A. O. Smith is sending you this letter because as our supplier, you are critical to our operations and therefore also designated as essential under various government shelter-in-place and safer-at-home orders.

Nearly all, if not all, government agencies issuing these orders have incorporated the guidance of the Department of Homeland Security (DHS), *Guidance on Essential Critical Infrastructure Workers*, issued on March 19, 2020. DHS's guidance designates the types of workers who provide essential services critical to public health and safety, as well as economic and national security, including those essential to maintaining our national water infrastructure and continuing to ensure access to clean drinking water.

DHS's Guidance also designates as "critical manufacturers" those manufacturers, like us, that are supplying Essential Critical Infrastructure Workers with the products essential to maintain the safety, sanitation, and essential operation of residences, businesses, and institutions like healthcare facilities, including the prescribed hand washing requirements and hydration practices to help keep Americans safe.

The DHS Guidance has been, and continues to be, adopted by State and Local governments under shelter-in-place orders, which authorize essential businesses to continue operating. We have reached out to governors' offices across the country and have received direct commitments from several state governments recognizing the essential work of our industry. We have also been in contact with DHS to confirm our determination.

Because you are a necessary supplier and supply chain partner to A. O. Smith you are essential maintaining our operations as well. If you could please acknowledge receipt of this communication, as well as letting us know at your earliest opportunity if you may have any issues that would impact your ability to supply us. Should you have any questions, or wish to discuss, please feel free to contact our supply chain managers listed below:

Sincerely,

A handwritten signature in black ink, appearing to read "DSK", is written over a white background.

Samuel Karge

President; A. O. Smith North America Water Treatment