

Tarkett customers and partners,

With each passing day, it seems like another aspect of how we live, work and learn changes. We're all adapting to a new normal and learning how to maintain human connections in this age of social distancing driven by the COVID-19 global pandemic. And in the spirit of staying connected, I wanted to provide you with another update on our latest efforts to maintain our service to you, while ensuring the safety and wellbeing of our employees, partners and customers.

Over the past several days, the governors of several states, including California, Pennsylvania, New York and Ohio, issued mandatory shelter in place orders for all residents. Included in this order was the temporary closure of all non-essential businesses.

After assessing what this guidance means for our business, Tarkett has determined all of our operations in these states will remain open. This includes our Chagrin Falls, OH production facility, our Middlefield, OH production facility and distribution center, our Diamond W distribution centers in California, our Tarkett distribution center in Clarion, PA and our distribution networks in other states.

With that, our woven production is being impacted by the state mandates. Our customer service team will be in touch with you pertaining to your orders and possible alternative solutions if this situation impacts you.

At this time, all Tarkett North America manufacturing locations and distribution centers continue to produce and ship product. However, we all know the circumstances surrounding the COVID-19 pandemic are changing hour by hour. We are committed to keeping you updated with the latest news and any government mandated decisions that could impact our ability to meet your needs.

As we continue to focus on meeting your needs, we're also taking every precaution to ensure the health and safety of our production teams, including limiting shifts to 50 or fewer employees, keeping a distance of 6 feet or more between production workers on our manufacturing lines and increasing cleaning frequency – including disinfecting all line surfaces and equipment between shifts.

Through this uncertainty, we also remain committed to being available to you. Although in-person contact is being limited, our sales and customer service teams are still available to support you in any way they can through the use of Skype, Zoom or any of your preferred teleconferencing services.

As an added measure of staying connected, I'm pleased to announce that today Tarkett has launched a microsite for our North America customers. The site is dedicated specifically to our COVID-19 response and will contain important information about prevention and best practices, archives of past customer messages, updates for our customers and contact information should you have a question for our team. [You can access the site here.](#)

While we manage through the uncertainty of our present reality, I believe we must also find ways to focus on the future. This pandemic is not going to last forever. I find it helpful to think about how we, as an industry and as a society, are going to put our best foot forward when this is behind us. I am convinced that our way out of this situation will be through the individual actions that each of us take in the days and weeks ahead, and I look forward to overcoming this challenge with all of you.

Your Tarkett account executive will continue to keep you updated as we work through this situation together.

On behalf of our entire Tarkett team, I want to thank you for your patience and cooperation as we navigate through this challenging time together. Wishing you, your employees and your families good health.

Jeff Fenwick
President & CEO
Tarkett North America