

06/05/2020

Tarkett Customers and Partners,

In the two weeks since I've last reached out to you, Tarkett has made positive progress in the wake of the cyber-attack we faced in late April.

First and foremost, I'm pleased to let you know we have fully recovered from the cyber-attack. As of this past Monday, all of our North America manufacturing locations and distribution centers are up and running. Lead times on the majority of our standard products are back to normal - and all are expected to be back to normal by the end of this week. Our finished goods inventory out of our Chagrin Falls plant is at plan and continues to improve each day.

Thank you again for your patience as we navigated this added stressor during what was an already challenging time.

From a COVID-19 standpoint, we continue to slowly ease restrictions and mandatory work from home guidelines for our team. We are taking a gradual and methodical approach to return to the office, beginning with a small pilot group in our Solon, Ohio headquarters location. We will expand return to the office protocols at other Tarkett North America locations over the coming weeks, based on outcomes from our pilot in Solon.

For our sales team, we have recently given them the green light to begin scheduling in person visits, provided air travel is not required and their customer is comfortable meeting face-to-face. Your account executive will be reaching out to you to gauge your comfort with in-person meetings and will accommodate your needs and preferences to ensure everyone is safe and comfortable.

For everyone – whether in a manufacturing location, an office or the field – wearing a mask or face covering will be required, in addition to safety protocols already in place (i.e. proper hygiene, social distancing, cleaning requirements, etc.).

Finally, we are working on tools and solutions to help you navigate the post-COVID world. From flooring solutions that will help you create visual cues for way-finding and social distancing to case studies of best practices for crisis management and return to work protocols, our team is working on tools that will meet the unique needs we all face today.

As always, your Tarkett account executive and our customer service team are always available to answer your questions and provide support. Again, I thank you for your ongoing partnership.

Stay safe. Be well.



Jeff Fenwick

President & CEO
Tarkett North America