

**March 30, 2021**

Dear Valued Customer,

Like you, we are seeing new business dynamics as the world starts to move toward some sense of normalcy. As schools and businesses worldwide start reopening their doors, there is now a strain on supply chain which is driving up costs.

- Resin and metal prices are seeing significant increases, as is corrugate used for packaging.
- International freight costs are seeing significant increases, primarily due to a glut of product being shipped to meet the increased demand for goods. Ocean vessels are harbored near ports awaiting available space to unload; this is resulting in a shortage of containers in the origin ports which is leading to both extended lead times and increased costs.
- Domestic freight costs are also rising due to a shortage of both labor and equipment needed to meet demand.

While we always work to mitigate the effects of these drivers on our cost of goods, the significance of these increases necessitates that we announce price increases on our plastics and metal related product categories effective May 3, 2021:

- |                          |       |                        |      |
|--------------------------|-------|------------------------|------|
| • Containers/Receptacles | 4-10% | • Personal Care        | 5-7% |
| • Dispensing Systems     | 2-7%  | • Safety Items         | 3-5% |
| • Floorcare/ Dusting     | 3-7%  | • Soap Dispensers      | 2-6% |
| • Mopping Equipment      | 3-10% | • Utility Items        | 2-5% |
| • Odor Control           | 3-5%  | • Washroom Accessories | 2-8% |

New contract pricing will be mailed to you on or before April 2, 2021. If you need an electronic copy of your contract pricing, please email: [dvonahrens@impact-products.com](mailto:dvonahrens@impact-products.com)

We appreciate your continued patience and business as together we navigate these unusual market dynamics. If you have any questions or concerns, please reach out to our manufacturer's representative, your Impact sales leader, or me.

Sincerely,

Chris Tricozzi  
Vice President, Sales



November 25, 2020

Dear Valued Customer,

This year has certainly been very challenging for all of us as we have experienced unprecedented and highly dynamic changes to costs and to our supply chain, primarily influenced by the global effects of COVID-19.

We continue – as we have for most of the year – to experience tight supply and significantly higher costs in certain areas of our business, like gloves, PPE, and dispensing products. We are now seeing the effect of increased resin and other raw material costs, increased transportation costs, and other factors which influence our cost of goods in many other areas of our business. All of these factors require that we announce a price increase, effective January 4, 2021, as follows:

Core Impact Items – 3% - 8%  
Disposable Latex Gloves – 10% - 15%  
Disposable Vinyl Gloves – 7% - 20%  
Disposable Nitrile Gloves – 15% - 35%  
Malt Disposable Clothing – Market Pricing based on availability,  
Contact Customer Service

New contract pricing will be mailed to you on or before December 4, 2020. If you need an electronic copy of your contract pricing, please email: [dvonahrens@impact-products.com](mailto:dvonahrens@impact-products.com)

We appreciate your continued support. Please be assured that we are doing everything possible to mitigate the effect of the various increases on our cost of goods and take these actions only when absolutely necessary. If you have any questions or concerns, please reach out to your manufacturer's representative, your Impact sales leader, or me.

Sincerely,

Chris Tricozzi  
Vice President, Sales