



March 13th, 2020

To our valued customers and distribution partners,

At RUPES, caring for our staff, our customers, and our distribution partners is of great importance to our entire team. As travel and meetings are postponed around the world, local events are canceled, and schools extend spring break periods, the impact of the coronavirus situation is significant on our communities, our families, and each of you.

The RUPES team has been hard at work to assure that our workplaces and products remain safe and healthy. In both our global headquarters and US headquarters, we have put additional measures in place to make sure that our employees, their loved ones, and our customers are safe during this time.

Additional sanitizing measures have been implemented in all our manufacturing facilities as a precautionary measure. Shipments from our site in Milan, Italy, spend up to 14 weeks in transatlantic journeys, so the risk of anyone receiving a contaminated product from any of our facilities is virtually non-existent. It is also important to note, as of the release of this announcement, no RUPES employee has been diagnosed or shown symptoms of the virus. Additional internal measures, including increased spacing of workstations and frequent sanitizing of surfaces, have been put in place to ensure this statement remains true.

Outside of our facilities, RUPES has placed a 2-week travel restriction on remote employees as a precautionary measure. This means area sales managers and our technical training teams will not be engaging in travel within their territories and working from home offices in support of their customers. Our distribution partners should expect contact from their assigned area sales manager via phone, email, and virtual meeting to support any needs in the short term.

Despite the high level of coronavirus related news associated with Northern Italy, where our global headquarters operates, our supply chain remains intact. At this time, there is no reason to expect any interruption in our ability or capacity to supply our distribution partners and customers with products in the USA.

The current situation is continuously changing and evolving by the day, but RUPES USA will continue operations on our regular schedule until further notice. This includes training events in our BigFoot Detailing Academy in the coming months. Should any additional developments, governmental restrictions, or health department suggestions impact our operations we will communicate those changes to you as soon as possible.

We remain committed to our team, customers, and partners around the globe and we thank you for your continued support.

Sincerely,

A handwritten signature in black ink, appearing to read "Rob Volkert", written in a cursive style.

Rob Volkert
CEO • RUPES USA, Inc.