



March 24, 2020

Updated Information:

Earlier today, Wisconsin Governor Tony Evers issued the “safer-at-home” order for Wisconsin stating that all non-essential businesses close. It is effective tomorrow, Wednesday, March 25 at 8:00 a.m. until April 24, 2020 at 8:00 a.m. **However, Mueller Sports Medicine will remain open given we qualify as an essential business due to our critical role in the disinfectant, virucide, medical device, OTC, sterile bandage, and personal protective equipment product categories. As a manufacturer of these products, the Company falls under Sections 8 and 13.v. of the Emergency Order #12 issued by Governor Tony Evers and the Wisconsin Department of Health Services effective on March 25, 2020.**

Mueller’s Response to the Coronavirus Situation and Our Commitment to You:

As a valued customer of Mueller Sports Medicine, Inc. (“Mueller”), you may be concerned whether the Coronavirus outbreak could challenge Mueller’s supply chain, the same as it is challenging many supply chains in the US and around the world. We want you to know that Mueller is taking the Coronavirus outbreak seriously and that Mueller is acting prudently to avoid or mitigate any impact on our customers.

Long before the Coronavirus outbreak arose, Mueller’s supply chain was built to be resilient. Mueller Sports Medicine takes every action necessary to provide quality product to our customers delivered on time and in full. We do this every day. We use calculated safety stocks, statistical forecasting and advanced planning tools/methods to assure high fulfillment rates. Mueller produces highly specified products and our supply chain is well-developed to assure high quality product on a consistent basis. In the short term (since the Coronavirus outbreak began) Mueller has been in daily communication with our supply chain partners to deal with this challenge.

What We Are Doing to ensure continued great Mueller Sports Medicine Customer Service:

- Inventory - increased inventory levels in our warehouses.
- Travel – suspended all non-essential travel and non-essential visitors to our facilities.
- Meetings – converted meetings to remote call/video options.
- Telecommuting/Work from Home – provided associates with the tools and technology to complete work and deliver the great Mueller Sports Medicine customer service levels that define the company.

Special Considerations:

- Contacting Mueller Sports Medicine – we ask that your preferred method of contact be e-mail to ensure the fastest response time. We are committed to your satisfaction to answer your questions in a timely manner.
- Forecasting – now more than ever, forecasting future demand is important to ensure inventory planning.

Please contact your Mueller Sports Medicine sales representative, customer service, or sportcare@muellersportsmed.com with any questions.

Our best regards,

John Cayer, President

