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Date: October 18, 2024

To: Purchasing Director - GOJO/Skin Care  
CONCORDANCE HEALTHCARE SOLUTIONS (100110)

Subject: **GOJO Heavy Duty Products Supply Update**

We recognize there has been an emerging, intermittent supply disruption on SKUs within our Heavy Duty portfolio. This is the result of multiple manufacturing-related issues across products like GOJO® Fast Towels, GOJO® PRO™ refills, and GOJO® Hand Cleaner.

We have taken action to address these issues and are working to rebuild inventory and support improved service levels. The upcoming production schedules will start improving service levels over the next few weeks, and will continue to improve through November.

To understand your specific impact:

- See Exhibit 1 for a list of any Heavy Duty SKUs you have purchased within 2023-2024 and supporting supply comments/substitutions.
- See Exhibit 2 for the list of your orders within the Heavy Duty portfolio that have not yet shipped (open or scheduled as of Thurs, Oct 17th).

If you have any additional questions, please contact your GOJO representative or GOJO Customer Service at 1.800.321.9647.

Stay well,

Robert Pelz  
Customer Operations Vice President  
GOJO Industries, Inc.

**GOJO Heavy Duty Products Supply Update - Shipment History**

CONCORDANCE HEALTHCARE SOLUTIONS (100110)



| Product | Product Name                                   | Platform                                                 | Comments/Substitutions                                                         | 2023 Cs | 2024 Cs |
|---------|------------------------------------------------|----------------------------------------------------------|--------------------------------------------------------------------------------|---------|---------|
| 7200-01 | GOJO PRO TDX 2000 DISP                         | Dispenser                                                | In Stock                                                                       | -       | -       |
| 7500-01 | GOJO PRO TDX 5000 DISP                         | Dispenser                                                | In Stock                                                                       | -       | -       |
| 0945-04 | GOJO® NATURAL* ORANGE™ Smooth Hand Cleaner     | 1 Gallon Pump Bottle                                     | In Stock                                                                       | -       | -       |
| 0947-12 | GOJO® NATURAL* ORANGE™ Smooth Hand Cleaner     | 14 fl oz Squeeze Bottle                                  | In Stock                                                                       | -       | -       |
| 0948-04 | GOJO® NATURAL* ORANGE™ Smooth Hand Cleaner     | 1/2 Gallon Pump Bottle                                   | In Stock                                                                       | -       | -       |
| 0955-02 | GOJO® NATURAL* ORANGE™ Pumice Hand Cleaner     | 1 Gallon Pump Bottle                                     | Intermittent supply through week of 11/4/24                                    | -       | -       |
| 0955-04 | GOJO® NATURAL* ORANGE™ Pumice Hand Cleaner     | 1 Gallon Pump Bottle                                     | In Stock                                                                       | -       | -       |
| 0957-12 | GOJO® NATURAL* ORANGE™ Pumice Hand Cleaner     | 14 fl oz Squeeze Bottle                                  | In Stock                                                                       | -       | -       |
| 0958-04 | GOJO® NATURAL* ORANGE™ Pumice Hand Cleaner     | 1/2 Gallon Pump Bottle                                   | Intermittent supply through week of 11/4/24                                    | -       | -       |
| 0972-04 | GOJO® SUPRO MAX™ Hand Cleaner                  | 1/2 Gallon Pump Bottle                                   | In Stock                                                                       | -       | -       |
| 0979-02 | GOJO® SUPRO MAX™ Hand Cleaner                  | 1 Gallon Pump Bottle                                     | In Stock                                                                       | -       | -       |
| 2354-08 | GOJO® Cherry Gel Pumice Hand Cleaner           | 10 fl oz Squeeze Bottle                                  | In Stock                                                                       | -       | -       |
| 2356-04 | GOJO® Cherry Gel Pumice Hand Cleaner           | 1/2 Gallon Pump Bottle                                   | Intermittent supply through week of 11/04/24                                   | -       | -       |
| 2358-02 | GOJO® Cherry Gel Pumice Hand Cleaner           | 1 Gallon Pump Bottle                                     | Intermittent supply through week of 11/04/24                                   | -       | -       |
| 6285-06 | GOJO® FAST TOWELS™ Hand and Surface Towels     | 60 Count Toolbox Pack                                    | Out of Stock through early December.<br>Sub options: 6298-04, 6396-06, 6398-02 | -       | -       |
| 6298-04 | GOJO® FAST TOWELS™ Hand and Surface Towels     | 130 Count Bucket                                         | In Stock                                                                       | -       | -       |
| 6299-02 | GOJO® FAST TOWELS™ Hand and Surface Towels     | 225 Count Bucket                                         | In Stock                                                                       | -       | -       |
| 6380-04 | GOJO® Scrubbing Towels Hand and Surface Towels | 80 Count Individually Wrapped Wipes in a Counter Display | In Stock                                                                       | -       | -       |
| 6396-06 | GOJO® Scrubbing Towels Hand and Surface Towels | 72 Count Bucket                                          | In Stock                                                                       | -       | -       |
| 6398-02 | GOJO® Scrubbing Towels Hand and Surface Towels | 170 Count Bucket                                         | In Stock                                                                       | -       | -       |
| 7250-04 | GOJO® NATURAL* ORANGE™ Smooth Hand Cleaner     | 2000 mL Refill                                           | Intermittent supply through week of 10/28/24                                   | -       | -       |
| 7255-04 | GOJO® NATURAL* ORANGE™ Pumice Hand Cleaner     | 2000 mL Refill                                           | Intermittent supply through week of 10/28/24                                   | -       | -       |
| 7265-04 | GOJO® MULTI GREEN® Hand Cleaner                | 2000 mL Refill                                           | Intermittent supply through week of 11/11/24                                   | -       | -       |
| 7272-04 | GOJO® SUPRO MAX™ Hand Cleaner                  | 2000 mL Refill                                           | Intermittent supply through week of 11/18/24                                   | -       | 2       |
| 7278-08 | GOJO® SUPRO MAX™ Hand Cleaner                  | 10 fl oz Squeeze Bottle                                  | In Stock                                                                       | -       | -       |
| 7282-04 | GOJO® SUPRO MAX™ Cherry Hand Cleaner           | 2000 mL Refill                                           | Intermittent supply through week of 11/18/24                                   | -       | -       |
| 7290-04 | GOJO® Cherry Gel Pumice Hand Cleaner           | 2000 mL Refill                                           | In Stock                                                                       | -       | -       |
| 7556-02 | GOJO® NATURAL* ORANGE™ Pumice Hand Cleaner     | 5000 mL Refill                                           | Intermittent supply through week of 10/28/24                                   | -       | -       |
| 7565-02 | GOJO® MULTI GREEN® Hand Cleaner                | 5000 mL Refill                                           | In Stock                                                                       | -       | -       |
| 7572-02 | GOJO® SUPRO MAX™ Hand Cleaner                  | 5000 mL Refill                                           | Intermittent supply through week of 11/18/24                                   | -       | -       |
| 7582-02 | GOJO® SUPRO MAX™ Cherry Hand Cleaner           | 5000 mL Refill                                           | In Stock                                                                       | -       | -       |
| 7590-02 | GOJO® Cherry Gel Pumice Hand Cleaner           | 5000 mL Refill                                           | In Stock                                                                       | -       | -       |

### GOJO Heavy Duty Products Supply Update - Open Orders

CONCORDANCE HEALTHCARE SOLUTIONS (100110)

## No Open Orders

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