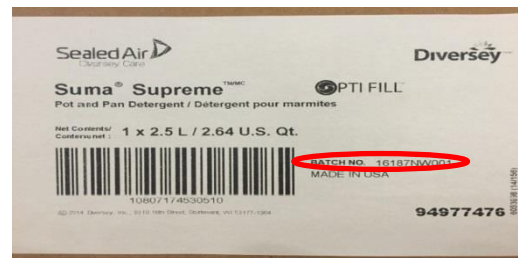
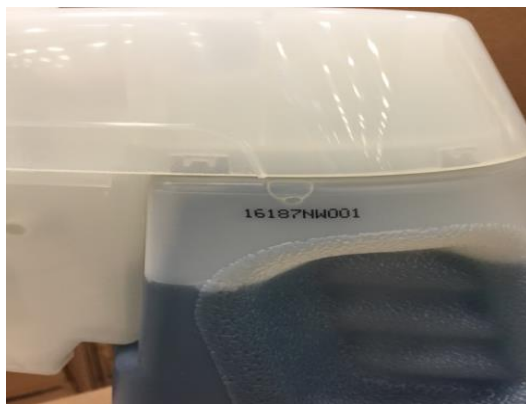


August 23, 2016

Dear Diversey Care Distributor,

We have recently received information that certain of our branded Optifill Suma<sup>®</sup> Supreme Pot & Pan Detergent and Optifill Final Step<sup>®</sup> Sanitizer dispensers do not meet our quality standards. The dispenser head could become disengaged from the bottle, which could result in injury from exposure to concentrated product. We are working diligently to determine the cause of this quality issue.

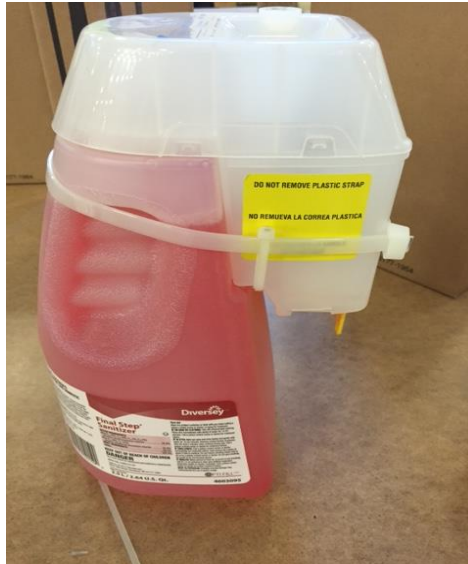
Our records indicate that you may have received one or more of the dispensers. Please check your inventory to determine if you have Optifill Suma Supreme Pot & Pan Detergent dispensers with a batch code beginning with 16187NW and/or Optifill Final Step Sanitizer dispensers with a batch code beginning with 16161NW, 16162NW, 16165NW and 16188NW. The batch code is located on the upper portion of the bottle and on the white label affixed to the box.



If you have dispensers with any of the batch codes noted above (i.e. Optifill Suma Supreme Pot & Pan Detergent with a batch code beginning with 16187NW and/or Optifill Final Step Sanitizer dispensers with a batch code beginning with 16161NW, 16162NW, 16165NW and 16188NW) at your location, please segregate these dispensers and place them on hold. Also, please contact a Diversey Care customer service representative at 1-800-842-2341 so that we may arrange for pickup and return of the product to Diversey. We will issue a credit to your account for the returned product. A Diversey Care customer service representative is also available to assist you with placing new orders for Optifill Suma Supreme Pot and Pan Detergent and/or Optifill Final Step Sanitizer.

You will notice that the replacement dispenser in your new shipment of Optifill Suma Supreme Pot and Pan Detergent and/or Optifill Final Step Sanitizer will have two plastic strips secured

around the outside of the dispenser as shown below. Please do not remove these strips. They are designed to prevent the dispenser head from disengaging from the bottle during normal use.



Also, to further assist you in your communications with your direct customers, we have attached a form letter to be placed on your letterhead which should be sent to any of your customers that have purchased the Optifill products with the batch codes listed above since May 1, 2016. If you have any questions, please contact a Diversey Care customer service representative at 1-800-842-2341.

We sincerely apologize for any inconvenience. Thank you for your valued business and continued support of all of the products and services offered by Diversey Care.

Sincerely,

Paul Budsworth  
President, Diversey Care North America