

July 1, 2021

TO: All Distributors and Users of the Following Turtle Plastics' Products:

- Standard Hose Bridge/Hose Jumper (Mfg. Part #HBS);
- Half Bridge (Mfg. Part #HBS-1/2S);
- Half Bridges for Curb Ramps (Mfg. Part #HBS-1/2);
- Grit Top Walking Surface for Standard Hose Bridge (WSHBS)
- Hose Bridge Joiner (HJ)
- Hose Bridge Extender (Mfg. Part #HBS-E237-24); and
- Super Hose Bridge (Mfg. Part #HBS68).¹

RE: Technical & Safety Manual

FROM: Liz Demetriou, President; and
Dennis Hildebrandt, Vice President

It has come to our attention that the above-referenced products (the "Products") are not always being used properly. We want to make clear to all of our customers and to all Product users that the failure to properly use these Products can result in personal injury and property damage. In a further effort to prevent anyone misusing the Products and any injury or property damage resulting therefrom, we are providing the enclosed Technical & Safety Manual (the "Manual") for the Products.

Please read the Manual and distribute it to your internal team and to any customers to whom you have sold the Products. **Special attention should be paid to the sections titled "Product Assembly Instructions," "Safety Instructions," and "Warnings."** The Manual and other resources can be downloaded at <https://www.turtleplastics.com/resources/>.

We continue to offer complimentary training on how to properly use the Products to help avoid any misuse or injury. If you are a user (non-distributor) of the Products and, after reading the Manual and/or inspecting any Products in your possession, determine that you need training on any of the Products, or require replacement or additional Products to ensure that they are used properly, please contact orders@turtleplastics.com and our customer service team will assist you.

If you are a distributor of the Products, please ensure that your salesforce is familiar with these Products and the correct and intended use of these Products when they are sold to end users. We are available to train your salesforce on these Products by contacting orders@turtleplastics.com.

Please do not hesitate to contact either one of us should you have any questions. Thank you.

¹ Products listed may have been sold under a different name or part number – check with your distributor to determine if this memorandum applies to you.

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