

To: Our Valued ITW Customers

Date: February 15, 2022

Subject: ITW Back Order Policy Update

We are thankful for your continued support and understanding, as we continue to navigate through these tumultuous times marked by global supply disruptions, labor challenges, coupled with unprecedented demand. In an effort to simplify processes and improve product availability, we are making changes to our ITW Backorder Policy.

Backorder Policy

Effective immediately, February 15th, 2022, we are implementing a backorder cancellation policy to ensure efficient order processing and faster product availability.

- As of this date, all orders will be closed in our system after one shipment.
- Product unavailable on the initial order shipment will no longer be held on open backorder and should be ordered again on your next stocking order.
- Spring Book orders are temporarily exempt from the backorder cancellation policy.

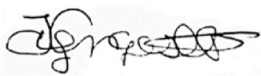
Please review the attached Backorder Policy document for details. We understand that this change may pose challenges. It is our hope that the change will allow us to focus all energy and resources on maximizing product flow, as quickly as possible, to you and your customers.

Actions in Progress:

- GRK – Continue to invest in capacity, shortening lead times and reducing steps in our supply chain
- Tapcon – adding core capacity through new equipment and tooling investments to support growth

We appreciate your understanding and thank you for your continued partnership. Please reach out to your ITW Sales Representative with any questions or clarifications.

Sincerely,



Ty Engeseth
Sales Director
ITW Construction – Residential & Renovation Division