

WERNERCO™

May, 2019

Dear WernerCo Partner,

As you may have been following in recent news headlines, in late March, a large number of Customs and Border Protection Agents were reassigned from the commercial border crossing lanes to support immigration. Prior to the reassignment, our flow of goods would travel across the border in a few hours. Since the reassignment, we have seen a 35% reduction in crossing capacity and wait times of 7-12 hours. Every company importing along the US-Mexico border is dealing with this issue.

As a result, over the last few weeks, we have seen an impact on product supply and service levels of select climbing equipment products. We have taken the following actions to alleviate this situation. First, we have added additional carriers to cross the border. Due to regulatory and security requirements/permits, this process is difficult and has taken a few weeks' time to get on-line. It also has come at a cost premium, which we are prepared to bear in order to return to normal service levels as quickly as possible. Secondly, we have worked to expand current carrier capacity and identify new solutions to maximize the number of trailers crossing the border daily. Based on these additional capacity commitments, we expect to be in a better position and fulfilling orders at normal levels by the end of the month.

We apologize for any inconvenience and impact this has had on you and your business. We will continue to explore every option available to improve this situation as soon as possible.

Best regards,



Don Freeman
Sr. Vice President of Sales



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