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April 15, 2010

Dear Valued Customer/Supplier,

On March 1, 2010, we completed the transition of our business systems to SAP, as noted in our letter dated February 12, 2010.

We worked countless hours to mitigate the risks of "go-live" with SAP, yet still have encountered conversion issues, which is not uncommon. The core functionality of the system is working and the issues we are incurring *do not* prevent us from producing and shipping product. The majority of our issues involve orders entered prior to SAP implementation. These orders did not move into the new system smoothly, therefore we have had to revisit each order and ensure its accuracy. We are working diligently to return to our normal 99% expected on time shipment levels. Our sales reps and customer service reps are at the plants working side by side with our plant personnel to ensure this happens. As for any other issues that become visible, our teams meet daily and resolve each issue as we encounter them.

Because of the time being dedicated to meet your shipment expectations, some of our peripheral functions in SAP have been delayed. These include:

- An interface between current Customer Portal and the SAP system
- An interface between current P&I Rep Portal and the SAP system
- E-mail shipment notifications
- Automated e-mail open order/shipment reports

These items are currently in development and we will let you know when they become available.

We want to thank you for your patience and on-going support during this transition period. We understand the frustrations you may be experiencing during this time, and take them seriously. *Customer satisfaction is our number one priority.* We remain committed to making this implementation a success. This continues to be a key initiative that will allow us to advance ourselves as a World Class organization and the best possible service provider to our customers.

Our sales staff, customer service, and home office personnel remain available to help with any issue you may experience.

A handwritten signature in black ink, appearing to be 'G Parlee', written in a cursive style.

Greg Parlee  
VP, Sales, AF Americas

A handwritten signature in black ink, appearing to be 'T Aust', written in a cursive style.

Terry Aust  
VP, Power & Industrial, Americas

