



Re: Organizational Changes

April 30, 2020

Valued Customers,

Weakened economic conditions and lower sales volumes brought on by the COVID-19 pandemic have necessitated changes within our business, including the closure of our Milgard manufacturing facilities in Aurora, CO and Grand Prairie, TX, as well as a realignment of our sales organization.

While these decisions are never easy, we believe they will help us provide a better customer experience while strengthening the MI and Milgard brands. All of our manufacturing facilities have the needed capacity to supply high-quality, market-preferred products to you and your customers – on-time, accurate, and complete.

Even in these unprecedented times, our team remains optimistic about the future and confident in our ability to provide the best products, services, and support in the industry. We are grateful for our partnership and look forward to continuing to grow our businesses together.

We have compiled an FAQ document for immediate questions you may have. Additional questions can be directed to your MI regional sales manager or territory sales representative.

Sincerely,

Stan Sullivan

A handwritten signature in black ink that reads "S. Sullivan".

President, East Business Unit

Vishal Singh

A handwritten signature in black ink that reads "Vishal Singh".

President, West Business Unit



Re: Frequently Asked Questions
Aurora, CO & Grand Prairie, TX Plant Closures
April 30, 2020

Q: Is Milgard leaving the Denver region all together?

No. Milgard remains committed to the customers in the Denver market. While manufacturing will take place at one of our other locations, Milgard will still have local distribution centers, sales, and service support.

Q: Is Milgard leaving the Texas region all together?

Yes. The Grand Prairie facility will close at the end of May and Milgard products will no longer be available in that market.

Q: Does this impact any Milgard customers outside of the Denver and Texas regions?

No. This change does not affect Milgard product or service availability.

Q: I currently sell MI products. Does this change anything for me?

No. This change does not affect MI product availability.

Q: Will this affect my lead times?

These changes should not affect your current lead times. Please contact your sales rep to understand the current lead times in your area.