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**DATE:** January 30, 2020

**TO:** GOJO Canada Customers

**SUBJECT: GOJO Takes Immediate Action on Communication from the FDA**

GOJO took immediate action to respond to FDA claim requirements after receiving a warning letter from the agency on January 17. The letter was related to some of our marketing around PURELL® Hand Sanitizer on GOJO.com and through our social media platforms.

It is important to emphasize that the FDA letter was not related to the safety or quality of our products, or our manufacturing processes. Our products can and should continue to be used as part of good hand hygiene practice, to reduce germs.

Our intention has always been and continues to be to adhere to FDA guidance while advancing and sharing the latest hygiene science to help improve public health. Uncompromising Integrity is a core value of our Purpose-driven Family Enterprise and we apply this principle to everything we do.

It is our responsibility to ensure that we comply with all requirements of FDA regulations and federal law, and we take that responsibility very seriously. To that end, we have begun updating relevant website and other digital content as directed by the FDA and are taking steps to prevent a recurrence.

Canada is largely unaffected by these requirements because Nonprescription Drugs and Natural Health Products are regulated by Health Canada, not the FDA.

If you have any questions, please contact GOJO Customer Service at 1.800.321.9647 or [CustomerService@GOJO.com](mailto:CustomerService@GOJO.com).

Stay well,

A handwritten signature in black ink, appearing to read "Dave Macinga". The signature is fluid and cursive, written in a professional style.

Dave Macinga  
Product Management and Regulatory Affairs Senior Director  
GOJO Industries, Inc.