



The Safety Company

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12 October 2009

Attention: To Whom it may concern

Dear Valued MSA customer,

Re: Reports of a product recall on MSA V Gard

We appreciate you timeously alerting us to the rumours you have heard regarding reports of a product recall on MSA V Gards.

From the outset I would like to assure that there is absolutely no cause for concern, especially for a customer who procures hard hats manufactured in our facility in Africa. The document you refer to originated from an MSA end user in the United States and makes reference to an issue around products manufactured only in the MSA factory in the North America. All products supplied by MSA Africa are manufactured locally where no such issue has occurred.

Furthermore, it is important to know that MSA in North America has not issued a recall or user advisory and does not intend to do so. Anytime MSA issues a legitimate recall or user advisory it will feature the **MSA – The Safety Company** logo and the appropriate trademark information. You will notice that the document in question refers to the MSA V Guard, when in fact our product is called the MSA V- Gard. MSA has built its reputation on always putting the safety of our customers first. If there was a safety issue at hand communications would have originated from MSA Corporate and not from an end user. MSA is addressing the parties responsible for routing the misinformation separately and individually. I hope that this correspondence puts to rest any concerns you may have. If you require further information please do not hesitate to contact either myself or Loren Pearson, the MSA Africa Product Manager for Head Protection.

I have attached, for your information, as a separate document, the official response from our North American Marketing organization to their customers.

Yours Sincerely

A handwritten signature in black ink, appearing to read 'Hayley Arnesen', written in a cursive style.

Hayley Arnesen
Marketing Director - MSA Africa

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