



WARD MANUFACTURING

12 September 2008

Ward Manufacturing Customers

Ladies & Gentlemen:

Here in the mountains of Pennsylvania, the changing of the seasons is always dramatic and always brings a new cycle of rejuvenation into play.

In the last several weeks, similar changes have been in the works at Ward as well. Beginning this summer, several changes took place to improve our customer service, expand our business reach, and explore new markets and products.

Michelle Moffett has taken on the role of Customer Service Supervisor, succeeding Cris Everetts after her retirement. Michelle's staff of five representatives boasts decades of experience, product knowledge, and customer satisfaction.

Tom Gleason, one of the industry's most experienced professionals, has assumed the role of Director of Strategic Sales with particular emphasis on global reach, legislative issues, and strategic relationships.

My own tenure at Ward is but three months. I plan to bring my manufacturing experience to bear for Ward's customers in product and business segment expansion, channel support, and program development. My key goal is to provide growth opportunities for Ward, its customers, shareholders, and employees that are profitable and sustainable.

Most recently, Matt Lux, National Sales Manager for Piping Products has decided to leave Ward to pursue other opportunities. We thank Matt for his years of leadership and contribution and wish him the best of luck in his endeavors. Please forward any correspondence for Matt Lux to michelle.moffett@wardmfg.com. Our Regional Managers, Kieran Young, Jim Sutton, Curtis Engel, Jeff Hoese, and Matt McMillin, as well as Jeff Soechting, National Sales Manager, as well as our cadre of sales representatives will be happy to work with you through this transition.

As this season brings the vibrant colors of autumn to our hillsides, I will keep you informed through letters, phone calls, and at various industry events as well as newsletters and email flashes about news and developments both at Ward and across our industry.

Please take a moment to share this news with your colleagues and staff. As will always be the case, your comments, questions, and suggestions are welcome and appreciated.

Cordially,

cc: P. Guidi, T. Gleason, Regional Managers, J. Soechting, M. Moffett

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