



Notice to Our Customers

Tuesday, November 26, 2024

At Natpro, the quality of our protective clothing and the safety of the workers who wear them are at the heart of our mission. In this spirit, we wish to inform you of a situation affecting certain garments made with neoprene fabrics.

A thorough analysis has revealed that the fabric provided by one of our suppliers exhibits variability beyond the usual standards. While these garments still provide protection against chemicals, this variability could, in certain circumstances, reduce the expected chemical resistance. In a very small percentage of cases, increased neoprene fragility has been observed. To date, only **0.15% of the products distributed** have been returned visibly when neoprene comes into contact with the most aggressive chemical compounds.

Affected Lots

- **Yellow neoprene:** Lots 224001 and 224006 (distributed from July to September 2024).
- **Orange neoprene:** Lots 222088, 224007 et 224011 (distributed from February to September 2024).

The lot numbers are printed on the back of the label attached to each garment.

Recommended Actions

We encourage our distributors to:

1. **Check the lot number** of products in stock.
2. **Communicate this information** to end users.
3. **Report any cases** where the neoprene appears not to provide the expected chemical resistance.

Our commitment

We want to reassure our customers that our garments meet safety standards and that these cases remain isolated. Thanks to our multi-supplier sourcing, only certain garments manufactured during this period are affected. Additionally, please note that fabrics exhibiting this variability were immediately removed from our production, and all fabrics currently in use are 100% compliant with our strict standards. Our garments continue to provide the advertised protection.

If you have any questions or would like to report a case, I invite you to contact our customer service department, which will ensure a quick and efficient response.

cservice@natpro.ca

418.328.8183, ext.100

We thank you for your valuable cooperation and continued trust in Natpro.

Sincerely,

A handwritten signature in black ink, reading "Natacha Desnoyers". The signature is written in a cursive style with a large, stylized "D" at the end.

Natacha Desnoyers
CEO
Natpro

Products Affected by This Notice

UPC Code	Items	Color
742-1JVTBG	YELLOW NEOPRENE SUIT WITH VELCRO COLLAR, WRISTS, ANKLES	YELLOW
742-100JVZHPOGB	COVERALL, WATERPROOF, NYLON COATED WITH NEOFLEX NEOPRENE, FLAME-RETARDANT AND PRODUCTS	YELLOW
842-607JE	YELLOW NEOFLEX COAT, STORM CLOSURE WITH VELCRO AND ZIP, ELASTIC SLEEVES, HOOD	YELLOW
243-50JRF	YELLOW NEOFLEX OVERALL, WITHOUT FLY, KNEE REINFORCEMENTS	YELLOW
N44-36-50J	YELLOW NEOFLEX APRON 36X50"	YELLOW
243-50JFJ	YELLOW NEOFLEX SEALED PANTS	YELLOW
214J	POLYPROPYLENE LAB COAT WITH VELCRO AT THE BACK	YELLOW
843-94J	COAT, WATERPROOF, NYLON COATED WITH NEOFLEX NEOPRENE, CHEMICAL PRODUCTS, BUTTON OVERALL, WATERPROOF, NYLON COATED WITH NEOFLEX NEOPRENE, CHEMICAL PRODUCTS, FRONT OPENING	YELLOW
246-50J		YELLOW
84394-24650-409JACV	YELLOW 3-PIECE NEOFLEX RAINSUIT - A/C, VELCRO	YELLOW
943-942J	OVERCOAT, WATERPROOF, NYLON COATED WITH NEOFLEX NEOPRENE, CHEMICAL PRODUCT, BUTTON	YELLOW
840-12JOGB	YELLOW NEOFLEX JACKET WITH SEWN BUTTONS AND ORANGE/GRAY STRIPS	YELLOW
40-1J	HOOD, WATERPROOF, NYLON COATED WITH NATPETRO FR NEOPRENE, CHEMICAL PRODUCTS	YELLOW

UPC Code	Items	Color
246-50IO	OVERALL, WATERPROOF, NYLON COATED WITH NEOPRENE NATPETRO FR, FLAME-RETARDANT AND PRODUCTS	ORANGE
940-152IO-60	LONG COAT 60", FRONT AND COLLAR WITH SNAP BUTTONS / FRONT AND BACK VENT	ORANGE
243-50IO	OVERALL, WATERPROOF, NYLON COATED WITH NEOPRENE NATPETRO FR, FLAME-RETARDANT AND PRODUCTS	ORANGE
742-150-3IOZHBG	NEOPRENE SUIT I.O. WITH GRAY BANDS	ORANGE
843-94IO	COAT, WATERPROOF, NYLON COATED WITH NEOPRENE NATPETRO FR, FLAME-RETARDANT AND PRODUCTS	ORANGE
943-942IOAC	NEOFLEX OVERCOAT OI WITH ANTI-CONDENSATION	ORANGE
246-50IOBG	NEOFLEX PANTS ORANGE WITH GRAY REFLECTIVE BANDS ON CALVES	ORANGE
843-94IOZBG	NEOFLEX JACKET FR, ZIP BUTTON CLOSURE, REFLECTIVE BANDS, 2-IN-1	ORANGE
843-94-1IODIP	NEOFLEX I.O. JACKET WITH POCKET - LEVITT	ORANGE
843-246-409IO	NEOFLEX JACKET/PANTS/HOOD I.O.	ORANGE
843-94IOAC	FR NEOFLEX JACKET OI WITH ANTI-CONDENSATION	ORANGE

843-94IOGBV	NEOFLEX JACKET ORANGE WITH GRAY/YELLOW REFLECTIVE BANDS AND VELCRO SLEEVES	ORANGE
243-50IOBG	NEOFLEX PANTS ORANGE WITH GRAY REFLECTIVE BANDS AND 2 POCKETS	ORANGE
843-94IOBG	NEOFLEX JACKET ORANGE WITH GRAY REFLECTIVE BANDS	ORANGE
246-50IOGB	OVERALL, WATERPROOF, NYLON COATED WITH NEOFLEX NEOPRENE, FLAME-RETARDANT AND PRODUCTS	ORANGE
40-9IO	HOOD, WATERPROOF, NYLON COATED WITH NEOPRENE NATPETRO FR, FLAME-RETARDANT AND PRODUCTS	ORANGE
845-45IOBGFS	JACKET WITH GRAY REFLECTIVE BANDS AND FAUX SLEEVES	ORANGE
843-94IOTV	NEOFLEX JACKET ORANGE WITH VELCRO SLEEVES AND COLLAR CLOSURE	ORANGE
343-253	OVERALL, WATERPROOF, NYLON COATED WITH NEOPRENE NATPETRO FR EXCLUSIVE, FLAME-RETARDANT	ORANGE
343-752-1V	COVERALL, WATERPROOF, NYLON COATED WITH NEOPRENE NATPETRO FR EXCLUSIVE, FLAME RETARDANT	ORANGE
343-856	COAT, WATERPROOF, NYLON COATED WITH NEOPRENE NATPETRO FR EXCLUSIVE, FLAME-RETARDANT	ORANGE
940-152IO-54	LONG COAT 54", FRONT AND COLLAR WITH SNAP BUTTONS / FRONT AND BACK VENT	ORANGE
C4IO-2E	BALACLAVA, WATERPROOF, NYLON COATED WITH NEOPRENE NATPETRO FR, FLAME-RETARDANT AND PRODUCTS	ORANGE
742-100IOE3BG	NEOFLEX ORANGE SUIT, ELASTIC HOOD, WRISTS AND ANKLES, REFLECTIVE BANDS	ORANGE
856-36-1IOV	JACKET, WATERPROOF, NYLON COATED WITH NEOFLEX NEOPRENE, FLAME-RETARDANT AND CHEMICAL PRODUCTS	ORANGE
742IO	COVERALL, WATERPROOF, NYLON COATED WITH NEOPRENE NATPETRO FR, FLAME-RETARDANT AND PRODUCTS	ORANGE
243-50VIO	NEOFLEX BIB PANTS OI WITH VELCRO AT THE ANKLE	ORANGE
845-063EVIO	I.O. JACKET WITH VELCRO AT THE WRISTS, SEWN HOOD	ORANGE
242IOBC	PANTS WITH WAIST, WATERPROOF, NYLON COATED WITH NEOPRENE NATPETRO FR, FLAME-RETARDANT	ORANGE
742IOGB	COVERALL, WATERPROOF, NYLON COATED WITH NEOPRENE NATPETRO FR, FLAME-RETARDANT AND PRODUCTS	ORANGE
742-150-3IOZH	NEOFLEX I.O. SUIT WITH ZIPPER CLOSURE AT THE HIPS	ORANGE
243-50-1IO	NEOFLEX BIB PANTS I.O.	ORANGE
846-36-1IOV	NEOFLEX I.O. JACKET WITH VELCRO AT THE SLEEVES	ORANGE
846-94IOVP	NEOFLEX I.O. JACKET WITH VELCRO AT THE WRISTS	ORANGE