



March 23, 2020

Dear Valued Customer,

As we continue to monitor the rapidly changing business environment connected with the coronavirus (COVID-19), our first priority continues to be the health and safety of our employees and our customers. We hope that you and your families are well and safe.

Ravago Chemicals North America remains open and ready to service your needs. In consideration of how best to service and support your business, we would like to ask that you provide the following information:

1. Please provide your forecasted demand for the products you purchase from Ravago Chemicals today through the end of May 2020. We'd ask that you provide the information by the end of the business day Tuesday March 24, 2020. Please send your demand forecast back to your Ravago Chemicals CSR or to your Account Manager.
2. Please let us know if you have reduced your receiving hours or have temporarily closed your facility.
3. If you believe your business qualifies as essential to Critical Infrastructure Sectors, we'd ask that you:
  - a. Self-Nominate or provide documentation confirming from a government agency.
  - b. Provide the end-use market(s) and application(s) your company produces product for.
4. Please place orders now with as much lead-time as possible. This will help to secure your inventory and also allow us to operate with a slowing supply chain network.

We appreciate your prompt feedback as we work to prevent and mitigate any potential supply challenges. We want to make sure we meet the needs of our customers and the community that depend on our products to maintain needed functions and services during the COVID-19 pandemic.

We sincerely thank you for the opportunity to be your supplier and for your business.

Respectfully,

A handwritten signature in black ink, appearing to read "Hector Rodriguez", written in a cursive style.

**Hector Rodriguez**  
*VP Business Segments & Strategy*  
Ravago Chemicals North America