



March 16, 2020

Dear RCNA Customers and Suppliers,

As the COVID-19 situation rapidly evolves in the U.S. and around the world, I am writing to inform you of the precautions and preparedness plans Ravago Chemicals North America has put in place to ensure our continued business operations. First, the health and safety of all of our employees remain our top priority. At this time, we have not seen any cases that have affected our people, our operations and our facilities. We realize this is a very fluid situation with changes that can occur quickly but we want to share the most current plans for our business. Listed below are key points of these plans that will allow us to protect our employees, partners and business operations.

- ◇ We have cancelled/postponed all business travel and outside meetings and events.
- ◇ We are prohibiting all non-essential visitors to our facilities.
- ◇ We are limiting any in person internal meetings and have expanded the capability to utilize conference audio & video calls for both internal and external meetings.
- ◇ A large portion of our teams have the capability to work virtually and will continue to do so. We are also implementing plans that would allow others to work virtually depending on their position and requirements.
- ◇ We have divided our essential on-site operations teams into multiple sub teams. These sub teams will work on a regularly scheduled rotation in our offices to improve social distancing while managing exposure risk. Those employees who have rotated out of the office will be available virtually via home office to ensure continuity with our customers and suppliers.
- ◇ We have implemented similar precautions at our manufacturing locations and warehousing facilities. We are also in constant contact with our suppliers and third-party partners to understand any issues in their business and to coordinate contingency plans between our companies. At this time, we do not have knowledge of any issues impacting our ability to service our customers.

If you have any special needs or concerns, I would ask you direct those to your RCNA representative as soon as possible. Your business is very important to us and the more information we can exchange between us, the better we can manage any potential changes to our supply chain. We are committed to providing you with up-to-date communication as capabilities change with our suppliers, our facilities or our logistics partners. We appreciate your prompt and candid feedback in addition to your patience as we work to prevent/mitigate any potential business challenges. I hope you and your families stay safe and stay diligent during these unprecedented times.

Thank you for trusting Ravago Chemicals North America with your business.

Kind Regards,

Kevin Wettstein

Vice President and General Manager

Ravago Chemicals North America