



COVID-19 Update

Dear Valued Customers and Suppliers,

While the situation with the COVID-19 virus continues to evolve, our top priority is the health and safety of all of us. We have put into operation our business continuity plan to minimize risks and continue to provide our products to our customers as seamlessly as possible. With that we have implemented policies including, social distancing, increased frequency of cleaning, and working from home.

Our supply chain, production and shipping of products remain unaffected at this time. However, we have been faced with longer lead-times from our carriers. Here we can help each other, by providing extra lead time along the value chain. We have also asked all truckdrivers for pickups and deliveries to remain in their vehicles and provided portable sanitary rooms for social distancing.

We thank you for the trust that you have given us and rest assured that we are working hard to continue to earn it. Please check our website periodically for any further updates.

A handwritten signature in blue ink, followed by the date '3/17/2020' written in the same ink.

Frank Roederer
President and CEO
Gaylord Chemical Company L.L.C.