

March 18, 2020

**To our customers, employees, and suppliers,**

I am writing on behalf of our entire Brenntag North American team to assure you that the health, wellness, and safety of our employees, customers, and communities is our top priority. We've been closely monitoring public advisories and updates and have taken multiple steps to prepare for the novel Coronavirus (COVID-19).

We recognize the personal impact and uncertainty this situation may have, and our thoughts are with all of those who have been affected.

In light of the growing concern regarding the spread of the COVID-19 virus, we have activated our company-wide Pandemic Response Plan, which includes:

- Following the guidance and recommendations of the Center for Disease Control (CDC), the World Health Organization (WHO), federal, provincial, state, and local government, health authorities, and relevant industry agencies
- Identifying critical functions to minimize service interruptions
- Implementing our back-up logistics and redundant warehousing processes
- Adjusting inventories in response to surge demand
- Identifying key employees and teams to keep critical functions operating
- Maintaining active and ongoing communications with our supplier partners
- Reducing non-essential travel
- Limiting large gatherings of employees

As a precautionary measure to limit the spread of the virus in our communities, we are limiting access to our buildings. Effective immediately, non-essential contractors, vendors, and other visitors will not be permitted to enter company facilities. Any necessary communication should be handled electronically or by phone until further notice. You can also use our online self-service tool [us.brenntagconnect.com](https://us.brenntagconnect.com), if you need to place an order, view a document, or see an order status. Inbound and outbound product shipments will continue at our sites and will be safely coordinated and managed by our local on-site teams. As an additional precaution, we have decided to deny access to customers who usually pick up their purchases at a Brenntag facility. We will work closely with each of them to find an alternative approach for getting them the materials they need.

We are aware Brenntag plays a critical role in ensuring our customers can continue to manufacture their products, which are critical to the health and well-being of the public. We take this responsibility seriously and are dedicated to servicing you while looking out for the safety of our dedicated employees, our customers' employees, and the communities in which we operate.

Our Pandemic Response Taskforce, composed of individuals from various organizational units, meet daily to coordinate our efforts across the company.

We understand the chemistry and ingredient products and services we deliver are essential to your businesses and industries. It is equally important that we take the appropriate steps needed to help protect the health and well-being of our customers, communities, and employees.

Thank you for your trust in our ability to respond to your requirements during this time.

We appreciate your business, continued understanding, and support as we work through this situation. We will keep you advised of any changes in our response to the COVID-19 virus.

Sincerely,

A handwritten signature in black ink, appearing to read "Markus Klaehn". The signature is written in a cursive style with a long horizontal stroke at the end.

Markus Klaehn  
President and Chief Executive Officer  
Brenntag North America