



April 14, 2020

Dear Customer,

Our thoughts continue to be with you, your families, and your colleagues as we work through this unprecedented time in history. Since our last update on March 27<sup>th</sup>, the impact of the COVID-19 pandemic has been felt on most aspects of our lives and most industries, our business has been no exception.

We remain so very grateful to our dedicated workforce who continue to perform at a high level every day to ensure we can meet your needs.

Our actions and activities continue to be guided by our *Pandemic Response Plan* which prioritizes the health and safety of our employees, minimizes the impact on our supply chain, and works to securely supply your business. We are working under the following general guidelines:

- Outside of China, all employees with 'non-essential roles' at our sites have been asked to stay at home.
- In our locations with active operations, we've implemented additional steps to minimize the risk of contagion among employees. These include temperature screenings, staggered and split shifts, minimizing group gatherings, and implementing enhanced cleaning and disinfecting protocols.

**Research, Development and Testing:**

We will commence a partial reopening of our facility in Hazelwood, UK on April 15<sup>th</sup>. Operations at our site will be limited to activities deemed essential to operating our business, and most employees will continue to work from home. Our Wickliffe facility continues to operate at a reduced rate focusing on essential activities.

Your account manager can provide further information on how these actions may impact our ability to serve you.

**Supply Chain**

Except for Europe and India, our Manufacturing plants continue to operate normally.

**Europe**, we continue to operate under Force Majeure at our facilities in France, stemming from the fire that impacted our site in Rouen last fall. Staffing shortages resulting from COVID-19 have impacted our facilities in France as well as our third-party service providers. In general, bulk loading at our Le Havre facility and our ability to drum at third parties have been hindered. Availability of trucks and other logistics services have also contributed to some further delay in shipments at this time.

**India**, our manufacturing facility had suspended all operations in response to the national government mandate to lock down the country for 21 days through mid-April. We are working with local authorities to begin a partial resumption of operations this week, and our team in India is providing frequent and detailed updates to customers impacted.

To date we have not had any significant disruptions in raw material supplies. However, securing sufficient logistics services within our global operations is a challenge, and we are experiencing delays in deliveries.

**Demand Planning**

We appreciate the willingness you have shown to provide us with frequent updates on your near-term demand outlook. We recognize that we are operating in a very volatile environment and your account manager will continue to hold regularly scheduled meetings to gain insight on any changes you foresee.

As previously noted, we are requiring two-week advance notice from ship date for changes in orders.

Looking forward, our priority remains providing you great service, the material you need at your requested amounts, a secure supply chain throughout the world, and a return to 'steady state' for supply in Europe. Our team is dedicated to ensuring this happens.

As always, our thanks for your continued business, and wishing you and your colleagues good health at this uncertain time. If you wish to learn more about the ways that Lubrizol remains committed to the health and safety of our employees, our customers and our communities, please visit our site at [www.lubrizol.com/COVID-19](http://www.lubrizol.com/COVID-19).

Regards,

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