

April 24, 2020

Memphis, TN USA

Dear Customers & Business Partners,

We first wish to thank our customers for working with us to change the way we do virtually everything. We are humbled and proud to serve you, to help keep you running safely and smoothly both during this exceedingly challenging time and in the future.

Safety has always been and will continue to be at the forefront of Buckman – it is our #1 value and has never been more important than it is right now.

Since February, we have put our business continuation protocols into action to secure the safety of our global employees and customers. We have taken the most aggressive and unprecedented actions in our history to combat the challenges of the pandemic and the ever-changing market conditions we all find ourselves in. We are also ensuring our supply chain remains strong and flexible, working with our logistics and transportation partners to maintain delivery with as few disruptions as possible.

In just a short amount of time, we have

- as many employees as possible working from home - with WFH safety training.
- secured our global supply chain and logistics to ensure we can still produce and deliver
- arranged new ways to remotely service our customers safely and effectively.
- accelerated our digital & remote monitoring projects.
- strengthened our technology infrastructure to facilitate a new level of virtual collaboration.

And, we have implemented heightened safety measures according to both best practices and local guidelines to protect everyone internally and with whom we have contact.

While this pandemic has certainly created a very challenging global business environment, we remain deeply committed to our relationships with our employees and our customers. Together we will continue to work together to weather this storm.

If you have any emerging requirements during this crisis, please contact your Buckman representative at any time of day or night and /or email the requirement to [Covidsupport@buckman.com](mailto:Covidsupport@buckman.com).