

April 2, 2020

Memphis, TN USA

Dear Customers & Business Partners,

As we all work together and focus on our respective employees, families and communities to deal with the challenges brought on us by COVID19, we want to assure you that Buckman is taking steps to ensure we operate safely and continue to meet our customers' needs. 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. Buckman's first action was to adopt applicable new safety and health standards, work from home policies, and then to update and activate our Business Continuation Plans, which are designed especially for crisis management to ensure the safety and well-being of our employees, our customers and our business. We will continue to work closely with you to meet your operational needs and to create a safe working environment with agility, purpose and speed in order to weather the crisis.

Buckman formed a COVID19 Global Task Force as well as Regional Task Forces to ensure we are addressing all operational, logistics and safety needs in each of our global operations. These Task Forces are activating our business continuation plans; taking the proper steps and creating new procedures so all roles can carry out their functions in the new reality of logistical changes, new work environment, and new safety requirements. The Task Forces' mission is to stay abreast of the dynamic situation and make swift decisions for the necessary and responsible interventions required to slow the spread of COVID19 while remaining fully functional to serve your needs. For this to be effective, it requires that we all collaborate more closely.

#### Taking Care of Our Employees

We have been following the advice and recommendations from the World Health Organization (WHO), Centers for Disease Control and Prevention in N. America and other local health organizations as well as local city and state governments. As we are following the guidelines for social distancing and Shelter in Place, we implemented Work from Home (WFH) protocols and tools to enable as many employees as possible working from home

To ensure that process is both safe and effective we have:

opened digital channels to answer employee questions,  
strengthened our technology infrastructure to facilitate this new level of virtual collaboration,  
held global and regional meetings that provide continual updates, and  
launched new remote training to  
ensure staff is safe working from home, both ergonomically and with cyber security, and  
learn more about the Coronavirus and how to protect themselves and their families.  
Buckman is also taking immediate steps to ensure that all associates and the few critical visitors to our sites are healthy, regularly sanitizing all high traffic areas as well as surfaces with disinfectant to lower the chances of spreading the virus by touching one of these surfaces. This includes setting expectations for our employees to practice social distancing and practicing good hygiene at work and at home.

We have enhanced our mailroom policy to include spraying all incoming mail/package deliveries from USPS, FedEx, UPS, DHL, any couriers/trucks with disinfectant and holding them for a 2-day quarantine.

### Taking Care of Our Customers

Buckman will continue to deliver digital, chemical, technical service and solutions to help you meet your production and safety requirements. We are:

working with customers to limit site visits but complying with customer safety guidelines and expectations when visits are necessary,  
monitoring our supply chain daily, and working with our logistics and transportation partners to maintain delivery with as few disruptions as possible,  
equipping drivers with necessary documentation to travel and transport during lockdowns,  
providing regular updates on our external website, and  
implementing heightened measures to protect all according to best practices and local guidelines.  
Our finance, administration, customer service and sales teams are collaborating daily to optimize our stock requirements, ensuring that we are updating our manufacturing schedules frequently, and adjusting to your changing needs. We ask that you communicate and inform your sales representative with any changes in your

operating and/or freight receiving hours

safety practices

operations and/or processes

product and application demands

If you have new changes or challenges in your operation, please reach out to your representative. We are standing by ready 24/7 to assist you.

### Taking Care of Our Business

As a chemical manufacturer, Buckman is designated as an essential business in almost every country around the world. We are committed to operate without compromising safety, and ensuring our own supply chain remains intact and fully functional so that we can continue to serve our customer base during this challenging time.

Taking care of our business includes three disciplines: disciplined people, disciplined thought and disciplined actions.

To have disciplined people, we are providing them with new tools, support, technologies and capabilities to be successful working from home. To have disciplined thought, we are ensuring all our actions are centered around our objective: taking care of our employees, our customers and our business. And to have disciplined action, we are ensuring we execute with excellence all of our plans without compromising our values, our safety protocols, our governance, and our code of ethics.

### Taking Care of Our Communities:

This pandemic has ignited a very challenging global business environment – and while we intend to manage the business with the same long term view and careful, risk-averse style that has helped us weather so many obstacles in our 75 years – we want to continue to support those in need in our local communities.

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)