



THAMES RIVER CHEMICAL CORP.

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March 19, 2020

Subject: Impact of Coronavirus / COVID-19

Update: March 19th 2020

Dear Valued Customer,

We would like to inform you of the following:

TRC is using our business continuity planning to ensure that the delivery of our products and services are reliable and minimally impacted.

With the continuing COVID-19 global developments, TRC would like to update you on the status of our TRC operations.

General –TRC Pandemic Plan:

- We are prepared for a pandemic and have a relevant multi-stage pandemic plan in place. To be precise, this means the following: TRC has called on all sites to prepare for a coronavirus pandemic based on the existing pandemic plans.
- Our company pandemic plan provides for various measures, depending on the severity level of the pandemic. These measures range from behavioural recommendations with regard to protection against infection – including in the case of foreign travel – to organizational measures, such as postponing events, creating home teleworking positions, drafting rules on substitutes and reducing operations to core functions.
- The focus of all measures is to safeguard the health of our employees. At the same time, we ensure that our sites will be able to continue operating under pandemic conditions to the extent possible.

TRC

- Pandemic plans are in operation in all our sites
- There is currently no disruption to our:
 - Production plants and day to day plant operations
 - Customer Service, Technical Service, Sales and Marketing operations
- No major impact on Raw Material supply so far. There are delays on some shipments.
- In general, there are prolonged lead times. Therefore, please approach your respective sales representative to align current lead times for your new orders.

Forecast:

- The development is very dynamic. Therefore, it is important that we maintain close contact at this time – to not only deal with current orders but also to understand if there will be a possible spike in demand later in the year (virus rebound).
- Your updated forecast will help us to plan contingency measures

Business Travel:

- TRC is refraining from all but the most absolutely necessary travel at the moment.

Your TRC contact can discuss this in further detail with you.

Thank you for your support and understanding during this time – our primary objective continues to be the health, safety and well-being of our colleagues and business partners, and to ensure normal business operations.

Sincerely yours,

A handwritten signature in blue ink that reads "Daniel J. Wiggins". The signature is written in a cursive style with a large, stylized initial 'D'.

Daniel J. Wiggins
CEO
TRC