



ITALMATCH CHEMICALS S.p.A.
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March 17, 2020

Coronavirus, COVID 19 Contingency Plans

Dear Customer

Italmatch has been monitoring the situation regarding sourcing of raw materials throughout our global supply chain, since the outbreak of COVID 19. We are pleased to indicate that, due to our standing practice of contingency planning, our operations and production remain strong with swing capacities available to us to support your business.

All product lines have manufacturing facilities located in India, United Kingdom, EU and USA. Each of these facilities can manufacture components and/or products required for all regions for all our products. We remain vigilant with daily communications throughout our network.

As the situation evolves, we would appreciate your assistance with our planning process, by receiving your three-month requirement for Italmatch products, so that we can maintain an uninterrupted supply of materials. We are currently maintaining our standard lead times and will proactively notify you should this change.

Italmatch will continue to keep the health and safety of our employees and customers of highest priority and remain committed to meeting the needs of our customers. We have implemented sensible requirements within the workplace to safeguard, which includes:

- Minimizing travel to essential requirements.
- Limiting physical meetings and encouraging conference calls.
- Encouraging working from home where possible.
- Training on safe practices to prevent the spread of viruses.
- Regular hand washing, limited physical contact and social spacing

We have faith that this pandemic will eventually pass and hope you and your families remain safe.

As always, please do not hesitate to contact us should you have specific concerns or questions.

Kindest regards,

VP Global Sales and Marketing Lubricant Performance Additives, Italmatch Chemicals
CEO The Elco Corporation