



February 24, 2021

**RE: Potential Delays and Supply Issues for Dow Consumer Solutions Products**

Dear Valued Customer:

At Dow Consumer Solutions (DCS), we value your business and want to provide transparent communication about our industry's current challenges. There are several factors impacting production and delivery:

- Supply shortages for steel drums, pails, other packaging
- Constraints in logistics and transportation due to COVID-19
- Unpredictable demand outpacing supply for many of our products
- Shortage of key raw materials contributing to low inventories

For all of these reasons, lead times may be longer, and deliveries delayed. Our supply chain and logistics teams are doing everything possible to mitigate the impact on our customers. Our account managers and customer service representatives can provide you with updates on specific orders and shipments. If you have any questions about a particular product or problem, please reach out to your DCS account manager.

We appreciate your business and your patience as we work through these challenges together.

Sincerely,

A handwritten signature in black ink that reads "Massimo Rebolini".

**Massimo Rebolini**  
Global Commercial Vice President  
Dow Consumer Solutions