Dear Valued Customer,

We have received many inquiries and messages of support and want to thank you for connecting with us and assure you that H.B. Fuller is taking a proactive approach to the health of our employees and partners, and that we are open for business.

Our thousands of scientists, application specialists, factory workers and customer support personnel at our 72 facilities around the world enable customers to produce medical devices, personal hygiene products, food products, filtration devices, tissue paper, baby diapers, bottled water and so much more. The world needs us now more than ever. Our employees are working differently, but we are working hard for you.

As of this writing, we have had no cases of COVID-19, and our factories and supply chains continue to operate smoothly. We have built contingency plans and have been in a good position to help customers who have had supply issues in China or locations in Europe and we are prepared for similar challenges in other parts of the world. Our employees are working in a safe and controlled manner with a sense of urgency, recognizing that we need to help you run your business.

Our shared service centers are equipped and prepared to complete work remotely, ensuring that we can process and manage orders and deliveries without disruption. Our factories have supply contingency plans, and our technical teams are prepared to serve you in a safe manner or remotely using electronic tools, such as wearable glass technology.

We thank you for your business and want you to know that our employees are here to help you. We ask for your support in three areas:

1. Protect the health of your employees and any of our employees who need to support you at one of your sites.
2. Order product in advance and provide forecasts where possible. As you build contingent stock, please don't excessively "over order."
3. Call on us to help – we are here for you.

Again, thanks for your business.

Best regards,

Jim Owens
President & CEO