



March 23, 2020

Dear Valued Customer,

The current health crisis related to the coronavirus has created unprecedented challenges around the world. Through our business partnership, you have demonstrated your trust in Henkel's Adhesive Technologies team as a reliable partner focused on helping you solve your challenges and grow your business. We are determined to stay the course, while protecting the safety and health of our team members and complying with government regulations at all levels.

Henkel Adhesive Technologies is closely monitoring guidance from government officials and pursuing business continuity through the following actions:

- We are utilizing the full strength of our well-established global manufacturing footprint with over 100+ sites and a supply network of many trusted partners and raw material suppliers. This gives us the ability to manufacture many of our products in multiple locations around the world.
- Our product development, sales, manufacturing, distribution and customer support teams are continuing to provide the products, services and expertise needed to support your business. Wherever necessary, and in compliance with reduced workforce mandates and government requests, we are adjusting processes and resources to prioritize business continuity for essential products and services.
- For the safety and health of our team members, we have implemented several safety measures that include travel restrictions, telecommuting where possible, social distancing within our facilities, and enhanced cleaning procedures.

At Henkel Adhesive Technologies, we are committed to meeting your needs while protecting the safety and health of our employees and the communities where we operate.

Thank you for your support and understanding during these challenging circumstances. If you have any questions, please contact your Henkel Account Manager.

Sincerely,

A handwritten signature in black ink, appearing to read "Mike Olosky".

Mike Olosky
Regional President
Henkel North America