

March 23, 2020

To: ITW Performance Polymers Valued Customers
Subject: Coronavirus Disease 2019

Dear ITW Performance Polymers Customer:

As you are no doubt aware, COVID-19 has continued its rapid spread across the country. In response, the Governor of Massachusetts issued an Order Assuring Continued Operation of Essential Services (the “Order”) on March 23, 2020. The Order required many businesses to shut down, but permitted “COVID-19 Essential Services,” including most businesses engaged in chemical manufacturing, to remain open. By delivery of this letter, we wish to confirm that ITW Performance Polymers qualifies as a “COVID-19 Essential Service” under the Order. As such, ITW Performance Polymers will continue to operate.

Our first priority has been the health and safety of our employees. We have been following CDC as well as State and local governmental guidelines. We have encouraged employees who are able to work from home to do so. For those who cannot work remotely, we have implemented work practices according to CDC recommendations. This includes, but is not limited to, separating staff by off-setting shift hours or days and/or social distancing.

As a valued customer, we look forward to continuing to meet your critical supply needs. If new guidelines are issued or our status changes, we will do our best to contact you to assist you with your business planning.

Thank you for your understanding and support during these difficult times. Please contact our Customer Service team at +1-855-489-7262 with any questions you may have.

Best regards,

Guil Silva

Vice President & General Manager
ITW Performance Polymers

