



Jan-Dirk Auris
Executive Vice President
Adhesive Technologies

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Dear Valued Customer,

Without any doubt, the coronavirus is putting us all in an exceptional situation. Please be assured that we are doing everything in our power to safeguard our employees, defend business continuity and reduce the spread of the virus.

As part of this approach, we have implemented a range of measures that aim to reduce the risk of infection for everyone. These measures include:

- Requiring employees to work from home where possible
- Suspending travel
- Cancelling physical meetings
- Mandatory self-quarantine measures for employees at risk of exposure
- Limiting access to our sites
- Conducting enhanced and more frequent cleaning services at all facilities
- Encouraging employees to practice social distancing, as well as proper handwashing and hygiene practices

This will also help us to fully focus on protecting business continuity for you. We are intensely focused on mitigating potential shortages and delivery delays related to the constantly evolving nature of this situation. All of our procurement, supply chain and operations teams are working diligently to continue servicing your needs. As a global player on the market, we have access to numerous resources, and we are currently activating these resources to meet your needs in the best way possible. You can count on us to leverage our expertise, our multiple-sourcing strategy and our global production network while targeting to meet your demand to the greatest extent possible. Our aim is to keep critical areas in our facilities open and staffed, and to keep operating the vast majority of our manufacturing sites around the globe to make sure we are at your service.

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However, the current situation and the rapid development of the pandemic worldwide make mid-to-long-term assessments rather difficult – and these dynamics can potentially affect supply stability very suddenly. Let's manage the situation through a joint effort! Your Henkel sales contact will be in frequent contact with you to gather the latest information from your side. Our goal is to keep meeting your needs. We hope that your teams and their families stay safe in these more-than-challenging times. We are confident that we will be able to work through this together.

Yours sincerely,

A handwritten signature in blue ink that reads "Jan-Dirk Auris".

Jan-Dirk Auris