



Date: March 19, 2020

Subject: COVID-19 Update

Dear Valued Customer,

As the coronavirus disease (COVID-19) continues spreading rapidly worldwide, Dilmar and our partners are closely monitoring the pandemic developments and staying up to date on the best precautionary measures. We have implemented what we feel is the most effective and safest approach to not only protect our team members but also protect you, our customer. Currently, none of our employees have been diagnosed with this virus or show any symptoms.

Our plants are working in full operational mode with the following precautions in place:

- Increased general hygiene and health practices with special emphasis on disinfecting high-risk areas
- Limited face to face contact amongst employees by allowing all employees with the capability to work from home to do so and practicing social distancing
- Reduced unnecessary customer contact by enhanced safety precautions at each plant
- Temporary suspension of all non-critical business travel
- Anyone presenting symptoms or having family with symptoms are prohibited from entering our facilities

We assure you that we will continue to take safety measures and preemptive actions to maintain normal operations throughout the duration of this pandemic. Our dedication to deliver excellent customer service remains steadfast during this uncertain time. We are closely monitoring the situation and will continue to take every action possible to protect our team members, partners, and customers.

Thank you for your continued business and support of Dilmar Oil Company as we navigate this extraordinary time. We appreciate your support in safeguarding the health of our communities and contributing to the world's efforts to contain this outbreak.

Please call our customer support team or your personal sales consultant if you have any questions.

Sincerely,

Rob Campbell

Rob Campbell
President, Dilmar Oil Company