

March 19, 2020

To Our Valued Customers,

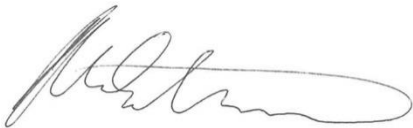
During this challenging period, Fitz Chem Nagase is focused on two important guiding principles – protecting the health and safety of our Employees and ensuring your Business Continuity. To that end, I’m providing you with a brief update on our Plan to ensure your shipments arrive on-time and in-full.

Fitz Chem Nagase will move primarily to a remote working protocol by the end of this week (March 20th) for all Order Fulfillment, Supply Chain and Administrative functions, while Leadership will maintain a presence at the Itasca, IL HQ. Specifically, we have secured the necessary equipment to transition these critical functions to remote workplaces and this shift will be seamless and uninterrupted in fulfilling your requirements. There will be no change necessary to your order placement practices and communication with Customer Service.

At this time, our warehouses are operating normally and shipments have not been impaired, except for rare issues with carriers. On this last point, we will need to work together in a flexible manner to ensure your deliveries

The Continuity of your business is critically important and know that Fitz Chem Nagase remains focused on this point and will continue to update you on our status. I’ve instructed our Account Managers to reach out to you to ensure we’re fulfilling your requirements and to provide you with any additional assistance you may need in this challenging time. Of course, if I can help you in any manner, please feel free to call me.

Thank you for your continued Trust in Fitz Chem Nagase,



Mark Miller

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