

March 20, 2020

Dear Partner,

Globally, we have all become familiar with the term Coronavirus (COVID-19) over the past few weeks. IndoCarb AC LLC., believes that nothing is more important than the health and safety of our employees, customers, suppliers, and neighbors. We, like you, are closely monitoring our Local, State, and National guidelines to minimize the spread and impact of the virus.

In response to the current situation, we've implemented our business continuity plan which examines all areas of business operations and have taken actions to ensure continued service to our customers. We have implemented our crisis management and communications protocol to monitor COVID-19 and its potential impacts on our employees and our business practices. We are also working closely with our suppliers and our service providers to avoid disruption in the delivery of products to our customers.

To this end, we have:

- Established aggressive health and safety protocols at our manufacturing and office facilities.
- Started utilizing more electronic means of communication and we have expanded the ability for our office staff to work from home to practice social distancing and to eliminate large gatherings.
- Eliminated all non-critical meetings, and travels.

Rest assured, our relationship with our partners is very important to us and we are committed to continuing to deliver the highest level of service. Together, we can stay the course through these uncertain times. Thank you for your confidence and support.

Sincerely,

Team IndoCarb AC LLC.