



March 17, 2020

Dear Valued Customer,

DSM is taking significant measures – above and beyond our standard procedures – to help everyone stay safe and well. We have a dedicated DSM Global Response Team closely monitoring the coronavirus (COVID-19) situation. In addition, we have Response Plans ready in the case someone at one of our sites has contracted the virus. We have also adopted a rigorous cleaning regiment around all our facilities. Regarding product deliveries to our customers, we do not see any supply disruption at this time.

As the health and safety of DSM employees and partners is a top priority, we have instilled an additional layer of security for visitations to our sites. All guests will require DSM management approval prior to coming on site. Upon arrival, guests will be asked to complete a health and safety questionnaire including the taking of their temperature. This will be done in a noninvasive manner. Should an individual present with a fever, signs of illness or refuse to permit to have their temperature taken, they will be denied access to the site. Please note that DSM reserves the right to also deny entry to any guest who has travelled to/from affected countries, come in contact with anyone exposed to the coronavirus, or experienced flu like symptoms in the past two weeks (e.g. elevated body temperature/fever, persistent cough, running nose, or difficulty breathing).

We will continue to monitor the situation and will keep you informed if there are any changes that affect our business with you.

Thank you for your continued support.

Best regards,

A handwritten signature in black ink that reads "John P. Witkowski". The signature is written in a cursive style.

John Witkowski
President, DSM Biomedical