



March 23, 2020

Dear Valued Customer

At this unprecedented time, we want to continue to provide you with updates on the status of our supply and the actions being taken by Lubrizol as we respond to the accelerated spread of COVID-19 virus throughout different regions of the world.

Lubrizol has implemented our *Pandemic Response Plan*, and our actions taken to date are being driven by this. Within this plan, it remains our priority to protect our employees, minimize any impact within our supply chain, and maintain security of supply to our customers.

As it relates to our operations, many of the products Lubrizol makes are essential ingredients to protect our first responders and keep our healthcare systems supplied with critical resources, as well as maintain continuity of infrastructure and transportation.

We have instituted a variety of new practices and protocols to maximize the availability of these materials, while at the same time protecting our employees as our first priority. Employees who can work remotely have been encouraged to do so in many locations. In other locations, we have minimized the number of employees on site, initiating rotations where feasible while practicing social distancing. We also are applying early learnings from our locations in China, which have remained fully operational, to our global response.

At this time, our manufacturing and warehousing operations across the world have not been significantly impacted and continue to operate largely as normal. The majority of inventory for raw materials, intermediates and finished products across our business also remains at normal levels, and we are closely monitoring logistics flow to minimize disruptions.

The COVID-19 crisis presents many unprecedented challenges and Lubrizol's assessment of its ability to continue operations is, as always, subject to change as a result of local, state, and federal law.

We would like to express our sincere wishes for good health to you, your families, and colleagues. We thank you for your business, and look forward to getting through this challenge, together.

Kind regards,

A handwritten signature in black ink that reads "Arul Mathew". The signature is written in a cursive style.

Arul Mathew
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