



Dear Valued Customer,

On March 20th, New York Governor Andrew M. Cuomo issued Executive Order Number 202: CONTINUING TEMPORARY SUSPENSION AND MODIFICATION OF LAWS RELATING TO THE DISASTER EMERGENCY in response to the ongoing Covid-19 Pandemic.

This order specified that all non-essential businesses are to cease operations.

The order followed the guidance provided by the federal Cybersecurity and Infrastructure Agency (CISA) on March 19th, which established a list of industries and businesses that have the special obligation to continue to support critical infrastructure and supply chains.

CDI has been designated as an essential business and will remain open.

CDI has been taking steps over the last two weeks to ensure that our facilities are clean, safe, and open for business. We have prepared for this and continue to work diligently to support the critical industries that we serve during this time. We are taking additional steps in order to ensure our employees and customers stay safe as we continue to support our communities and country during this time of need.

Outlined below are the precautionary actions we are currently taking with our teams and facilities to help keep our customers and employees safe, what you can do to help, as well as some order and lead-time information:

- Our sales teams are conducting all customer meetings and interactions by phone, email or video conference until further notice. Look for them to increase their use of both verbal and electronic communication with you, as needed.
- Various support staff working remotely. Some of our team is currently working remotely and will continue until further notice. The best channel for communication will be via email via their respective addresses, but our phone system is now forwarding as required.
- Restricting visitors to our facilities. Our goal is to safely meet the needs of our customers. To limit our team's exposure, we're halting all non-essential visits to our facilities. For people who are visiting, such as delivery drivers or maintenance contractors, we're asking an abundance of caution.
- Limit exposure at our facilities. Please communicate with your logistics personnel on limiting the time spent outside their trucks while on site at our facilities. There will be

limited or no use of restrooms, coffee stations, and other amenities at our locations by visitors.

- Customer orders / order rates. Right now, we have enough inventory of most of our products to cover current orders. And, absent supply or manufacturing disruptions, we anticipate being able to meet our customers' known needs. We ask that you continue ordering at your normal usage rates, so we don't create backorders for all customers. If your program is required to increase your on-hand stock, we will take it into consideration on a case by case basis. Please reach out to your Sales Person or Customer Service Representative for all questions, comments, concerns.
- Lead-time information. We are doing everything that we can to keep our normal lead-times intact however we are starting to experience larger than normal order volumes that have been pushing some of our items out beyond normal into a 20 to 24 day lead-time. Sales, production, customer service, and planning are working together to monitor all orders and discuss customer needs as they arise. Your Customer Service or Sales Representative can assist on historical takes so that we can get the most accurate order information as possible.

Chemical Distributors, Incorporated is here to support our customers – we serve together in this time of need.

If you have any questions, please reach out to your Salesperson or Customer Service Representative. You can also reach out to me for larger concerns or information you may want to cover directly.

Sincerely,



Rick Franclemont
General Manager
Chemical Distributors, Incorporated