



Date: March 11, 2020

To: Diversey Distributors and End-User Customers

Subject: Supply Availability During Significant Demand Increases

Diversey's purpose is to protect and care for people every day. When the magnitude of this outbreak became apparent in early January 2020, we quickly activated our pandemic crisis management plan. Our manufacturing facilities making the disinfectants are running 24x7, and are diligently working through additional options to expand our manufacturing capacity to meet the high demand from our customers. We expect to bring additional capacity online in the next 1-2 weeks, and will be better positioned to meet the increasing demand.

Following reports of potential disruption to global supply chains due to unforeseen industry shut downs in China, Diversey would like to reassure you that we have contingency plans in place to mitigate so far as reasonably practicable any disruption in raw material supply. At this time we expect minimal to no disruption in supply of raw materials or components.

As a result of this extraordinary need, Diversey will strive to fulfill orders for all disinfectant and infection prevention products. Please plan these orders carefully, Diversey's goal is to provide products where they are needed most and used quickly to address the pandemic as excess inventory orders could prevent product availability where it is needed most. For this reason, orders for infection prevention products and hand sanitizers placed through April 30, 2020 will be ineligible for return to Diversey. If this health threat extends beyond April 30, 2020 Diversey will revise this date, and will inform you of the revision.

Currently, Diversey is in direct communication with many of our shared end user customers to understand the size and scope of the immediate need to best defend against this threat. More than ever, Diversey is relying on our valued distributors to maintain the channel and deliver this tightening supply of infection protection products to our most vulnerable customers. Diversey will limit direct drop shipments to large customers with exceptional need.

In conjunction, as Diversey ships quantities of product to distributors for these targeted end users, we will openly communicate these shipments to you and these end users to ensure alignment and visibility to all parties. We hope that by sharing this information, it can help them better plan when they can expect to be supplied.

In these situations, Diversey will communicate directly with both our distributors and targeted end users, identifying the number of cases that have been designated for the targeted end user, providing ship dates, and estimated delivery dates to the distributor. This process will provide all parties with clear visibility to the product order and delivery date for proper planning.

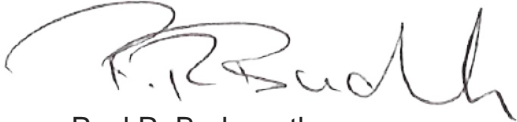
Healthcare will be prioritized above all other requests to ensure we provide products to protect those providing care and persons most at risk or ill. Next, corporate customers with contractual agreements, then other active Diversey customer, followed by new customer requests.

Due to this unprecedented demand for Infection Prevention products and Hand Sanitizers Diversey has momentarily suspended all sample requests to maintain focus on fulfilling open orders.

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Working together we can do our best to make sure that infection prevention products are delivered where they are most needed, as we honor commitments while maintaining uncompromised pricing integrity.

Feel free to reach out with any questions or concerns, as we all do our best to provide the best possible service in this time of unprecedented demand.

A handwritten signature in black ink, appearing to read "P. R. Budsworth". The signature is fluid and cursive, with a large initial "P" and "R".

Paul R. Budsworth  
President, North America