

9 March 2020

Dear Valued Customer,

We continue to monitor the novel coronavirus outbreak closely and are taking appropriate action steps to help ensure our ability to provide needed products to our customers around the world.

Ecolab and the wider hygiene market are currently experiencing significant demand increases and we are working hard to meet demand for products that can reduce the risk of COVID-19 transmission. Currently we are managing supply closely and have experienced low inventories to out of stock situations this past week on some product lines within the following product categories: Hand Sanitizers, Hand Washing, and Disinfectants & Wipes.

Our Supply Chain team has implemented business continuity plans and is working closely with our suppliers, partners and manufacturing sites around the world to help safeguard our ability to meet your product needs. We have ramped up production and are taking several action steps, including:

- We review our demand, forecast and incoming orders on a daily basis.
- We are working closely with multiple partners to establish alternative manufacturing sources.
- We are working closely with our raw material suppliers and have identified additional suppliers for use as needed.
- We've implemented additional safeguards at our facilities and have restricted travel in designated areas to reduce potential risk of infection to any of our staff.

In spite of our extensive measures, due to the fluidity of this situation, in some instances, we may be slower to deliver certain products compared to our normal delivery times.

We are taking appropriate steps to help ensure our ability to provide you with the products you need to operate. If we believe there may be a disruption to product delivery, our team will reach out to you in advance to discuss this situation.

Our hygiene and infection prevention expertise, programs, and support to help your with hygiene protocols will continue to help you manage through this successfully.

We value your business and relationship, and we will strive to work together through this situation. If you have any questions or need additional information, please do not hesitate to contact me.