



March 2020

Dear Valued Customer,

As the development of the coronavirus continues to evolve, we would like to update you on the implications for Henkel.

Henkel Adhesive Technologies is committed to ensuring your business continuity. We do this with a well-established global manufacturing footprint with over 100+ sites and a supply network of many trusted partners and raw material suppliers. This gives us the ability to manufacture many of our products in multiple locations around the world.

We have been monitoring this supply network very closely and have activated additional measures to duly safeguard our employees and sustain our full commitment for business continuity as much as possible.

As we continue working closely with our logistic partners and local authorities, operations at our production sites in China remain normal as of today. Following the surge in coronavirus cases in other countries in the Asian Pacific Region, we have increased safety and hygiene measures in South Korea and Japan, in order to maintain normal operations in our subject production plans.

In Europe we have implemented additional safety and hygiene measures, along with special working arrangements, for our offices and plants in Italy and other European countries. All Henkel production sites in Europe are currently operational.

To secure our supply network, we will continue to work closely with our raw material suppliers and logistics providers in most affected countries and globally, screening implications on their supply chains, to mitigate any potential shortfalls and delivery delays.

Please be assured that through our multiple sourcing strategy that leverages our global network, we will show our best efforts to continue our production and supply of our products.

Thank you for your kind understanding and continued support to mitigate the possible impacts.

Sincerely,

A handwritten signature in black ink, appearing to read "Mike Olosky".

Mike Olosky
Regional President
Henkel North America