

April 29, 2020

Dear Valued Customer,

As global markets begin slowly reopening, Polymer Solutions Group remains committed to the health and safety of our employees, customers, and communities while doing all that we can to maintain a high level of service. We want to assure you that we are taking every precaution during this crisis and are actively monitoring the updates and recommendations from the World Health Organization (WHO), the Centers for Disease Control and Prevention (CDC), and local health authorities to mitigate the risk of spreading the virus.

PSG maintains compliance with Local, State, and Federal organizations as it relates to operating during the COVID-19 outbreak. In addition, we are monitoring the Department of Homeland Security definitions as it relates to key businesses to support the infrastructure of the US. At this time, we remain open as an essential business and will continue to service our customers.

As an essential business operating during this crisis, our most important priority is the health and safety of our employees, customers, suppliers, and the integrity of our operations. At this time, we've had no impact on our ability to supply our global customers. In addition to our standard healthy workplace policies, we have implemented additional measures from the CDC to ensure employee safety, availability, and supply chain continuity. These measures include:

Employee Health, Safety, & Attendance:

- Instructing employees to clean their hands often with a 60% or higher alcohol-based hand sanitizer and to wash their hands with soap and water for at least 20 seconds.
- Increasing access to alcohol-based hand sanitizers throughout the workplace, monitoring supply levels to ensure that adequate supplies are maintained. PSG manufactures Alco Gel Hand Sanitizer and will have it available for employees and customers.
- Require all individuals on our property (both employees and visitors) to wear a face mask.
- Updating our PSG Infectious Disease Policy as new guidance from the CDC becomes available.
- Providing routine communication and updates to our employees.

Site Access & Cleaning:

- PSG facilities will only be open to PSG employees and freight partners. Access to a PSG site by anyone other than a PSG employee or freight partner will be for emergencies (such as an equipment outage) and will require management approval.
- Enhanced cleaning procedures:

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- Additional contractors have been hired to deep clean and sanitize all frequently touched surfaces in the workplace, such as workstations, countertops, and doorknobs. The enhanced cleaning will be done daily at all PSG locations.

Travel & Event Restrictions:

- There will be no international travel until further notice. Suspension of all regional air travel is in place except for emergency situations. All air travel shall require CEO approval.
- PSG has postponed company events scheduled for the next 30 business days. We will continue to monitor and evaluate upcoming events in real-time to ensure safety.
 - In-person (face-to-face) meetings will take place only for business-critical reasons. We are making every effort to utilize virtual and remote meeting options.

Contingency Planning

- In the event of higher than usual absenteeism, PSG has developed implementable plans to continue essential business functions.
- PSG has cross-trained personnel to perform essential tasks so that the workplace can operate in the absence of key staff members.

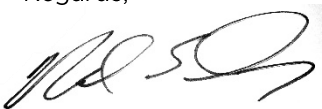
Supply Chain:

- We are increasing inventory levels of critical raw materials and continue to work with our suppliers to ensure adequate supply. At this time all indications are that we will be able to meet current customer requirements.

We believe that the policies and actions we have taken will reduce the overall risk to the PSG team, our families, our communities, and yours, and allow us to continue to meet the needs of our customers.

As this remains a highly dynamic situation, we are continuing to prepare for all possible scenarios and will update you as new information becomes available. If you have any questions or concerns, please don't hesitate to reach out to your account manager or customer service representative. As always thank you for your continued business. Take care and please stay safe.

Regards,



Michael S. Ivany
President & CEO
Polymer Solutions Group

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