

March 19, 2020
Waalwijk, The Netherlands

CONTINUED PRODUCT AVAILABILITY AND CUSTOMER SUPPORT IN CONTEXT OF COVID-19

Dear Customer,

I want to thank you for your support and wish health to you and your team. IGM is committed to doing everything possible to meeting the needs of our customer even in these most difficult times facing us during the Covid 19 Pandemic.

Safety of our people:

The health and safety of all of our constituents including our own team members and their families being foremost, we are taking precautions in each region to reduce the risk of spread of the virus through implementing appropriate measures including social distancing, remote work practices and taking all precautions in our production facilities, in line with government and health ministry directives and suggestions to assure ongoing supply.

Service Levels to our Customers:

After securing the health and safety of our team, continued supply to our customers is our key priority. We are working closely with our supply chain partners in order to keep our factories in Haimen, China (operational again since February 26th); Mortara, Italy (working on a reduced capacity in line with the safety mandates of the government) and Charlotte, NC, USA operational and shipping goods.

In every region, our staff and your usual contacts are available by telephone and e-mail ready to address any questions you may have. We are posting weekly status updates on our website and more frequently if warranted.

Please be assured that IGM is financially strong and we are well positioned to weather this period of uncertainty. You have my personal commitment along with the entire IGM team that we will do everything possible to continue to offer first class service to you, our customer.

Sincerely,

A handwritten signature in black ink, appearing to read 'Edward Frindt'.

Edward Frindt
CEO – IGM Resins