



March 23, 2020

Attention: CFR Chemicals Customers
Subject: Operational Update

To all our valued customers,

First and foremost, thank you for your continued support during these unprecedented circumstances. With the events unfolding as they are during this COVID-19 outbreak, CFR Chemicals would like to update you on our operational status and the steps we have taken to maintain our functional ability to service you, our customer. On March 16th, we released our Operational Contingency Plan to contend with the challenges that this virus has presented us with. As of today, here is what we can share with you:

- All CFR Chemicals staff have been informed of all COVID-19 prevention steps as outlined by the CDC, Health Canada and Alberta Health Services as of March 16th, 2020. At this time, head office staff began to work remotely. We will continue to do so for as long as required.
- CFR Chemicals Operational Contingency Plan has been implemented.
- We have adopted a protocol to isolate a healthy staff in a reserve capacity to maintain operational capabilities at pre-COVID-19 levels should some staff fall ill and require quarantine.
- Plant operations have initiated a twice daily disinfecting regime.
- Senior management and sales personnel are available to step in and maintain service levels in the event that key operational staff are infected and/or quarantined.
- Daily communication protocol has been established with all staff and conference calls twice a day amongst the Leadership Team to monitor the health, operational status and business needs. We will continue to provide uninterrupted service to our customers.
- All our locations are stocked, open and available to serve you today.

CFR Chemicals is absolutely committed to the effort in preventing the spread of this virus and minimizing any impact on our customers' chemical needs. Give us a call at 1-877-269-3419 or contact your local representative to see how we can help. We ask that everyone stay vigilant and maintain their own health and that of their employees & families.

Sincerely,

Brian McKay
President & CEO

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