



January 31, 2020

Dear Valued Customer,

Following the outbreak of 2019 Novel Coronavirus (a virus which causes respiratory illness first detected in Wuhan, China, "2019-nCoV"), China's State Council has ordered the extension of the Chinese New Year Holidays until February 2. The Shanghai municipal government as well its counterpart governments respectively in Zhejiang Province and Guangdong Province have also announced that enterprises should not resume work before February 9 to contain the further spreading of 2019-nCoV. Henkel will fully comply with government measures, continue closely following relevant regulatory developments and restart our operations accordingly.

With the government measures there are restrictions on transportation routes and availability of supporting infrastructure. This will affect our operations as well as our supply chain, bearing the potential to adversely influence our ability to supply to desired delivery dates. Rest assured we will be managing your deliveries closely to minimize such potential impact.

Please note due to the evolving nature of the local situation, we will keep you informed should there be any changes. For enquiries, please reach out to your regular Henkel contact.

We seek your understanding and support as we comply with regulatory measures taken by the local authorities to contain the spread of the 2019-nCoV.

Yours sincerely,

Jeremy Hunter

President Henkel Greater China

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