



March 13, 2020

Dear Zep Customer,

In response to the outbreak of the current Coronavirus strain COVID-19, Zep is implementing contingency plans to protect our employees and ensure the most timely service and support of our customers. We are closely monitoring the situation and following guidelines from the Centers for Disease Control (CDC) and the World Health Organization (WHO) as well as local government efforts.

As a valued customer, I would like to take a few minutes to provide you with an update on key activities within Zep in response COVID-19.

- Zep has implemented a COVID-19 task force which is leading our pandemic response plans.
- Our task force is executing components of our pandemic plan with a key focus towards People, Customers, and Communities.
- We are experiencing a tremendous increase in hand sanitizer demand for Coronavirus effective products; we are partnering closely with existing and new suppliers to effectively fulfil this demand. All other products are being fully serviced with the customer fulfillment expectations that you expect.
- Our teams are working around the clock to balance production and shipping capabilities for both our Coronavirus effective products as well as other products in our portfolio.
- Where delays are expected, our customer teams and sales associates will communicate directly with you.

We feel fortunate to be able to offer products that may help with prevention of the spread of this virus. Please know we are working tirelessly to serve you and will provide more updates as necessary.

From the entire Zep team, I thank you for your business.

A handwritten signature in blue ink, appearing to read "Dan Smytka", is positioned above the printed name and title.

Dan Smytka
CEO