



SMITHERS-OASIS

23 March 2020

As we are all aware, COVID-19 has spread across the globe and was officially declared a pandemic by the World Health Organization (WHO) on March 11th. I would like to provide you with an update on how we at Smithers-Oasis are addressing the challenges of this rapidly evolving situation.

Our primary concerns are the health and well-being of our Smithers-Oasis team members and the ongoing support of our customers and business partners during this difficult time.

We are closely monitoring developments around the world and are well positioned to respond to changing market dynamics. Whether taking the actions advised by local governments, keeping each other informed, or shifting production from one operating unit to another, we are your committed partner during this crisis.

If you have any questions or concerns, please contact your local Smithers-Oasis salesperson or customer service department. If you are not able to reach your local contact due to circumstances beyond our control, please write to info@smithersoasis.com, and we will respond to your request.

Caring for our employees, our customers and our business partners during this time of uncertainty is our highest priority.

Best regards,

Robin M. Kilbride
President & CEO