

Balchem Animal Nutrition & Health:
COVID-19 Action & Response Plan

March 10, 2020

Dear Valued Customer,

As global concerns surrounding the COVID-19 coronavirus outbreak continue to escalate, Balchem Corporation is taking increasing measures as we attempt to ensure an adequate supply of key products to our valued clients, while also ensuring the safety and security of our dedicated employee teams.

The following *COVID-19 Action & Response Plan* is based upon our assessment of the most critical risk areas to attempt to mitigate any potential production disruption at Balchem production facilities and lessen the possibility of supply disruptions to our customers. We continue to work with our trusted industry partners and relevant experts for further guidance. While we understand that it is impossible to eliminate all risk associated with the outbreak, we believe that it is essential for you to understand our present mitigation efforts. Below are the current elements of Balchem's *COVID-19 Action & Response Plan*.

- 1. Balchem Travel and Site Visit Restrictions:** Balchem has restricted all non-critical business travel, both domestic and international, to ensure the safety of our employees and customers and help contain the spread of the virus; this restriction does not impact commuter travel. Critical business travel will be determined in consultation with Balchem Senior Management. This business travel restriction applies to all Balchem employees. Balchem is also restricting site and facility visits by customers, auditors and suppliers that are not essential for ongoing business operations. Both the travel and site visit restrictions are in place until further notice.
- 2. U.S. Operations; Inventory Stocks:** Operations at U.S. based Balchem facilities currently continue uninterrupted. Further, we are increasing stocks of key raw and finished materials to minimize, where reasonably possible, supply disruption. Additional inventories of key products may be staged at other Balchem locations for ease and redundancy of distribution. We are also working with customers to build safety stock levels at customer locations able to hold additional volumes.
- 3. Continuity of Service and Support:** Our customer service teams will continue to service all orders and we do not presently anticipate any disruption to our order entry process. Please continue to place your orders as you have in the past. While our sales and technical personnel may not be available for personal site visits to your location due to Balchem travel restrictions, our teams do have adequate equipment and connectivity to support you through digital video conferencing, webinars, and normal phone and email support.



Balchem's corporate and local leadership is monitoring this rapidly evolving situation and is committed to keeping our valued customers informed as conditions warrant any further updates. Please know that we are thinking of you and your families, friends, and colleagues, and we are committed to providing the support you need.

Thank you for your continued understanding and loyalty as we work through these challenging issues. If you have additional questions, please direct them to your Balchem account representative or customer service contacts.

Sincerely,

Jonathan Griffin
Vice President & General Manager
Balchem Animal Nutrition & Health