

February 10, 2020

Novel coronavirus pneumonia – China Customer Letter

Dear Valued Customers,

Solenis is aware of your concerns about health and human safety related to the recently emerged novel coronavirus (2019-nCoV). We are currently taking all precautions to protect the health of Solenis employees through the region, while also working to ensure continued reliable supply of products.

Solenis does maintain a diverse raw material supplier and manufacturing network which enables us to respond to disruptions in supply chain. We are reviewing our supply situations on a daily basis and working with our suppliers to avoid disruption, wherever possible. The Solenis manufacturing sites in China have resumed operation. Some logistics providers are operating with limited capacity, therefore we request customers to send delivery plans as early as possible, to support the uninterrupted supply of products.

Coronaviruses are generally transmitted through close human contact. Similar coronaviruses (MERS and SARS) typically do not survive on surfaces for more than a few hours indicating a very low risk of spread from products or packaging that are shipped over a period of days.

The Solenis team is following the public health and security guidelines. Due to limited transportation options and several quarantine requirements, our sales and technical teams might have a limited ability to provide the normal level of service at your sites. We seek your understanding, as we work to protect the health of our team, as well as yours.

Solenis continues to monitor concerns and evolving information around Novel coronavirus pneumonia to ensure quality and safety to our customers.

Yours sincerely,



Ted Kelly
Vice President, Asia Pacific