

March 16, 2020

Dear Valued Customer,

In the face of the rapidly evolving Coronavirus (COVID-19) crisis, I want to re-affirm WTI's commitment to the safety and well-being of our people and the people that we serve. We will continue to support you. Our executive leadership team is meeting daily to monitor the situation and plan how to keep our people safe, as well as care for our customers as we always have.

Prevention

We are taking the following precautions to keep our people safe:

- Elevating our already high standards for cleanliness through a more heightened disinfection response program;
- Reinforcing the Center for Disease Control and Prevention (CDC) best practices for stopping the spread of germs; and,
- Encouraging employees to remain home if they are sick.

Serving our Customers

We are dedicated to providing a high level of customer support and will continue to do so through this crisis, whether it be ensuring you have the ingredients you need or providing technical support for your product needs. We are doing everything in our power to make sure that you have what you need from us, from ramping up production to constant communication with our partners for consistent supply.

Our company is here, as always, to support you. Please let us know how we can help.

Sincerely,



Ralf Ludwig
President & Owner
WTI, Inc.