

March 16, 2020

Dear Valued Customer,

We know that the novel COVID-19 (coronavirus) continues to be top of mind for many of you – just as it is for all of us here at TRECORA RESOURCES, which includes SOUTH HAMPTON RESOURCES and TRECORA CHEMICAL. I wanted to take a moment today to share with you what we are doing to ensure that our co-workers and customers are safe and cared for as this situation continues to evolve.

- We maintain high standards for the quality and cleanliness of our locations every day. During this time, we are increasing the frequency of deep cleaning and sanitizing all plants and offices as an added precaution.
- We are reminding our co-workers and customers to take appropriate preventive hygiene methods to minimize the potential risk of infection through signage and communication.
- We have cancelled all non-essential air travel and large group meetings related to our business through the end of March.
- We have established functional teams prepared to “meet” daily to identify any specific issues we’re facing and take actions to mitigate their impact. Our first priority is to enable the company to continue its business without putting our people at risk. We are establishing what roles can be done from home and ensuring for instance we have laptops available to allow this.
- We are also now establishing both “call out” and “call in” capabilities at our sites. This will allow us to push messages to all employees’ cell phones if needed and maintain a call-in number so everyone can hear any important updates.
- The production plants will continue to operate but with the minimum staff to ensure safe operations.
- We are also maintaining close contact with our customers, our suppliers and supply chain partners to understand their status and identify quickly any disruptions that we’ll need to manage.

We will continue to watch this situation closely and take guidance from the Centers for Disease Control (CDC) and local authorities. As a reminder of the CDC’s recommendations:

1. Stay home if you are feeling sick, particularly if you have any form of fever. If you do feel ill (for any reason) remember to contact your supervisor
2. Practice sneeze and cough etiquette (sneeze and cough into your elbow/upper sleeve, not your hand)
3. Wash hands thoroughly with soap and water often
4. Frequently utilize hand sanitizer that has at least 60-90% alcohol
5. Clean your computer/workspace/doorknobs routinely
6. Do not share food or drinks

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7. Practice social distancing (a new term for most of us) – avoid physical contact such as handshakes and minimize the size of gatherings

As of today, we are not aware of any cases of the virus in our population and our operations are operating as normal. Please be assured, we are taking all necessary steps to keep our TRECORA RESOURCES communities safe and are prepared to take any further actions as this situation develops. We will continue to communicate as we manage through this. If you have any questions or concerns, please raise them to your contact.

Lastly, as a company TRECORA RESOURCES cares deeply about people. Our thoughts remain with those directly affected by the virus and those working tirelessly to treat them.

Best regards,



Joe Tanner  
SVP Commercial  
Trecora Resources