

**Balchem Corporation**  
*COVID-19 Action & Response Plan Update*

April 7, 2020

Since we first shared Balchem's "COVID-19 Action & Response Plan" one month ago, the situation continues to present an increasing variety of challenges. Despite the global disruption caused by this situation, all of our manufacturing sites presently continue to operate uninterrupted. This would not be possible without the commitment and resilience that has been demonstrated by our dedicated employee teams. I am most proud of the way our employees have embraced the COVID-19 prevention measures that help us protect each other, our families and our company. To show our appreciation, this week our operations and R&D teams received a special bonus payout for stepping up during this unique and challenging time. Their efforts enable us to continue providing essential products to our valued customers across multiple critical industries.

The following update to Balchem's *COVID-19 Action & Response Plan* is based upon our assessment of the most critical risk areas to protect our employees' health and safety and mitigate potential disruption at Balchem production facilities.

- 1. Balchem Travel, Office Employee and Site Visit Restrictions:** Balchem continues to restrict all non-critical business travel and site visits by customers, auditors and suppliers. Our office personnel continue to work from home with minimal disruption.
- 2. Site Prevention Measures:** Several weeks ago, we began implementing COVID-19 prevention measures in alignment with WHO, CDC and OSHA guidance for all employees and visitors at our sites. The measures include requirements such as social distancing, enhanced cleaning protocols, staggered shift schedules to further reduce density and illness notification procedures.
- 3. U.S. Operations; Inventory Stocks:** Balchem continues to be considered an "essential business", in all states in which we operate. Our supply chain, including inbound supply of key raw materials and outbound delivery of finished products, is functioning normally. We will continue to strategically increase stocks of key raw and finished materials, staging additional inventories of key products for redundancy of distribution, and building safety stock levels at certain customer locations.
- 4. International Operations; Inventory Stocks:** Our Italy-based production facilities in Marano and Bertinoro, as well our Grimbergen, Belgium plant continue to operate and function uninterrupted at the present time. While we have seen some delays with respect to border crossings, the transport of raw and finished materials continues throughout Europe. We continue to strategically increase stocks of key raw and finished materials, as well as staging

additional inventories at other European locations for ease and redundancy of distribution. Our plant in Kuala Lumpur, Malaysia also continues to operate normally.

- 5. Continuity of Service and Support:** Our customer service teams continue to service orders and our order entry process is functioning normally. Each of our teams have the ability to continue supporting you virtually.

Balchem's corporate and local leadership continues to monitor this situation and remains committed to keeping you informed as conditions warrant any further updates.

Thank you for your continued understanding, trust, and loyalty as we push forward in this unprecedented time. If you have additional questions, please direct them to your Balchem account representative or customer service contacts.

Sincerely,



Ted Harris  
Chairman & CEO  
Balchem Corporation