

March 22, 2020

Dear Customers,

As the world continues to respond to the COVID-19 pandemic, we would like to share with you the steps we have taken to ensure the safety, quality and availability of our products and protect the health and safety of our employees, customers and partners.

We understand that our phosphates and nutritional products are essential ingredients in the manufacture of your products. We take this responsibility seriously, and we are committed to maintaining our operations while prioritizing safety. See attached statement regarding product availability.

We are following the guidance and recommendations of the Centers for Disease Control and Prevention (CDC), the World Health Organization (WHO), federal, provincial, state, and local government, public health authorities, and relevant industry agencies, and we have implemented the following measures:

- Updating our operating procedures at the plants to minimize contact between personnel
- Identifying critical plant and laboratory functions and teams to minimize service interruptions and to keep critical functions operating
- Directing non-operational employees across our U.S., Canadian and Mexican facilities to work from home, reducing the number of employees on site to lessen risk of exposure
- Maintaining active and ongoing communications with our customers and supplier partners
- Suspending non-essential travel
- Suspending in-person gatherings of our employees

As a precautionary measure to limit the spread of the virus in our communities, we are limiting access to our facilities. Effective immediately, non-essential contractors, vendors, and other visitors will not be permitted to enter company facilities. Any necessary communication with our employees should be handled electronically or by phone until further notice.

If we can be of assistance or provide additional support to you, please do not hesitate to reach out to your dedicated sales or customer service representative. For additional information and up to date news regarding our response to COVID-19, please visit us at www.innophos.com.

As we move forward, we will keep you informed of any potential change to the situation and we remain confident that we will successfully navigate through this challenging period together.

Sincerely,



Richard Hooper
President & CEO, Innophos Inc.