

**Imperial Oil**  
505 Quarry Park Blvd SE  
Calgary, Alberta T2C 5N1



March 17, 2020

**Subject: Coronavirus Supply Update**

Dear Valued Imperial Distributor/Customer,

Please be advised that Imperial's manufacturing plants and supply chains have not been disrupted by the COVID-19 situation, at this time. We remain in close contact with our suppliers, distributors, carriers, and logistics service suppliers. While their operations remain healthy, we ask that you maintain your normal order patterns.

To ensure we maintain a safe and healthy work environment, we have taken steps to implement enhanced cleaning procedures, reduce workforce density, and modify operating practices. In some locations we have implemented alternative work arrangements based on specific facility configurations and their associated risks. We will continue to review these risks on an ongoing basis.

Our supply chain remains business as usual. We have significant redundancy across North America as well as our global network to help ensure we maintain uninterrupted supply continuity.

We will continue to monitor the situation closely and keep you informed. If you have further inquiries, please do not hesitate to reach out to your Imperial Sales Representative.

We appreciate your business.

A handwritten signature in black ink, appearing to read "Peter Shaw". The signature is fluid and cursive, with the first name "Peter" and last name "Shaw" clearly distinguishable.

Peter Shaw  
Lubricants Manager