



Dear Flint Hills Resources Customer,

We are closely monitoring developments concerning the COVID-19 pandemic. Like other companies, we continue to adjust to rapidly changing circumstances in order to help protect our employees and minimize disruptions to our business and supply chains.

Our top priorities continue to be the health and safety of our employees, the ongoing safe operation of our facilities and the continuity of business with our customers and suppliers. As a result, Flint Hills Resources (FHR) is implementing new safety procedures.

We ask that you NOT enter our site if:

- You have had contact with someone who is sick or has been exposed to COVID-19; or
- You have flu-like symptoms such as fever, chills, cough, sore throat, or shortness of breath.

Our **new safety procedures for customers** are designed to limit movement at our sites.

- We are closing our B&I business office buildings to non-employees. As always, commercial staff are available by phone. We encourage our customers to use the online FHR portal and app.
- Drivers are asked to stay in their trucks as much as possible, leaving their cabs only during check-in/out, weighing in/out and opening and closing traps and tarps.
- Contact with FHR employees and other drivers should be on an as-needed basis as required for loading/unloading. As always, drivers are to remain in their designated bay during loading.
- Only use designated restrooms.

To keep our employees safe, we are undertaking the following actions:

- We have restricted all non-essential travel and are prohibiting travel to regions of the world that are considered high risk.
- We have upgraded our janitorial and cleaning services at all our production facilities and office buildings.
- All employees who have the option are being encouraged to work from home whenever possible.
- We are using sound social distancing practices and technology to limit the size of in-person meetings. We've also cancelled or postponed all large events.

We value your business and we thank you for your partnership as we work together to adjust to this unprecedented challenge. With your help we will continue to meet the needs of people all over the world who rely on the products we produce together.

Flint Hills Resources will continue to keep you updated on any developments concerning our business and operations. In the meantime, if you have any questions or concerns, please don't hesitate to contact us.