



March 17, 2020

Our Valued Customers:

Flint Hills Resources has been 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 businesses and supply chains.

Our top priorities continue to be the health and safety of our employees, the continued safe operation of our facilities and the continuity of business with our customers and suppliers. In advancement of these priorities, we have taken the following steps:

- 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 canceled or postponed all large events.

Also, importantly, each of our business areas and individual sites are developing customized business continuity plans with the goal of avoiding or minimizing any disruption to our product and supply chains.

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

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.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Jeff Ramsey', is written over a horizontal line.

Jeff Ramsey
President and CEO