



August 29, 2017

Dear Valued Customer:

As Hurricane Harvey has an unprecedented impact on the Texas Coast, Dow continues to monitor the storm and its impact on infrastructure and logistics. Our number one priority continues to be the safety of our employees and the communities in which we operate.

The extraordinary severity of Hurricane Harvey has had an immediate global impact on supply capabilities. With the difficult weather conditions ongoing at this time, we continue to execute our well-developed weather preparedness plans, realizing that the situation is still very dynamic and could deteriorate further.

We are working closely with suppliers, government officials and other stakeholders to manage all factors of the current situation. Through our assessments, we remain committed to doing everything as safely as possible to maintain operational continuity and minimize service disruptions to our customers through utilization of our North American asset grid. At this time, we are reaching out to customers individually to make adjustments in planning as needed and will follow-up with more formal communications as the situation develops.

We sincerely appreciate your patience as we work to safely manage the current situation. We are committed to keeping you informed as we know more and to returning to normal operations as quickly and safely as possible.

If you should have any immediate questions, please contact your Dow Customer Service representative.

Sincerely,

A handwritten signature in black ink, appearing to read "M. Saurin".

Mark Saurin  
North America Commercial Vice President  
Packaging and Specialty Plastics  
The Dow Chemical Company

