



**Cary Knuth
Director,
Americas Lubricants**

March 31, 2021

Dear Valued Customer,

As you are likely aware, the lubricants industry has experienced significant disruption in its supply chain during the COVID-19 pandemic. The situation has become even more challenging in recent months due to overall tightness in base oil supply (Groups I, II, III and IV), availability of additives, packaging, raw materials and transportation capacity. The most recent storms in the U.S. Gulf Coast have further impacted the production and availability of components that are critical to the manufacturing of lubricants, and some of the major additive and base oil suppliers have declared force majeure.

In spite of this ongoing disruption in our supply chain, Chevron continues to do its best to be a reliable supplier to our customers, and we are working to fulfill orders as completely and promptly as we can. However, as the situation continues to change, we anticipate that there may be limited availability, and for certain SKUs, product outages in the near term. If there are any product availability concerns with your orders, an LBST representative will promptly advise you of any changes. Please contact 1-800-822-5823, option 1, or email to LBCCSRmail@chevron.com should you have any questions.

Your business is important to us and we will do our best to meet your needs. Chevron will continue to leverage our supply network to both monitor the situation and take actions in an effort to mitigate any impact to our customers. We will continue to update you as the situation evolves and appreciate your business and understanding through these challenging times.

Best regards,

Cary Knuth

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Director, Americas Lubricants

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