



March 14, 2020

Dear Valued Staffing Firm,

While Motiva does not have any planned facility closures, we are closely monitoring the spread of COVID-19 (coronavirus). The health and safety of our employees and contractors are of the utmost importance to us. To ensure we are all proactive and staying connected during this time, I have outlined pertinent information about our processes and expectations as we continue to assess this global situation.

1. **We are prepared to deliver on our commitments.**

Motiva's Business Continuity Plan is in effect and considers a wide range of possible business disruptions, including pandemic scenarios which may affect our employees and our ability to serve our customers and counterparties. Actions are being taken now to ensure we can continue to deliver on our commitments successfully.

2. **We are being proactive.**

Precautionary measures have been implemented company-wide with the aim to stop the spread of germs, and an international and domestic travel advisory is in effect for all of Motiva. Additionally, employees who do not have a business-critical need to be in the Houston office have been asked to work from home, and our specific sites' Business Continuity Plans are in effect for site-based employees.

3. **We are empowered.**

We are asking Motiva employees to self-identify to their manager or Human Resources (via HR Medical or otherwise) if they are exposed to COVID-19 or diagnosed with COVID-19 so we can enact the appropriate protocols to mitigate the impact on our employees, contractors and vendors. Our expectation is that contractors will do the same and self-identify with their agency. **If a contractor provides this information to you, please contact Motiva immediately so we can ensure proper measures are taken to help all our team members.**

We are continuing to monitor the situation and will take additional measures as needed in partnership with you and our staff. Please work with your Motiva contacts directly to keep them updated on pertinent information or if you have any questions, or contact Motiva's Supply Chain Management team directly at supplychainfocal@motiva.com.

Sincerely,

Ryan M. Kelley

Head of Supply Chain Management
Motiva Enterprises, LLC