



Ingredion Incorporated
5 Westbrook Corporate Center
Westchester, Illinois 60154
United States
t: +1 708 551 2600
w: ingredion.com

April 14th, 2020

Dear Valued Customer:

The status of the ongoing outbreak of the COVID-19 virus continues to evolve, and Ingredion believes it is important to continue to share and update the status of our efforts, our supply, our logistics, and our overall service to our North America customers. As such, this is our fifth update letter. We will continue to provide updates as needed, to ensure that we are communicating through this complex and unprecedented period in history.

We recognize that there are numerous Federal, local, state, and provincial level restrictions that are impacting our customers and employees. At this time, Ingredion is continuing to operate all North American manufacturing locations. Ingredion is permitted to continue all operations and customer facing activities in the US and Canada, as a Critical Infrastructure Industry in the US, and an Essential Workplace in Ontario. We are operating with increased safety measures put in place that are under these directives:

- Presidential Policy Directive 21 (PPD-21) designates the food and agriculture sector as a critical infrastructure sector whose assets, systems, and networks are considered so vital that their incapacitation or destruction would have a debilitating effect on security, national economic security, national public health, or safety.
- The President's Coronavirus Guidance published on March 16, 2020 instructs employees of Critical Infrastructure Industries, such as the food and agriculture sector, to maintain normal work patterns during the global coronavirus outbreak.
- Ingredion has further been authorized to continue operations as "Essential Critical Infrastructure" under Executive Order 2020-10 for the State of Illinois and Executive Order 20-08 for the State of Indiana.
- The governments of Ontario and Quebec have identified the food production and pulp and paper sectors as Essential Workplaces.

Ingredion, like many companies, has implemented actions intended to minimize the risk to the health of our employees and address the business and service continuity concerns of our customers.

Ingredion Global actions:

- Global Project Management Team chaired by the CEO.
- Regional Crisis Management Teams in each region globally.
- Provided guidelines for all employees for self-monitoring of potential symptoms as well as on appropriate employee hygiene.
- Global coordination of inventory, and maximization of production and inventory for key products.
- Executing the corporate Pandemic Flu Business Continuity Plan.
- All distribution locations have restricted visitor access to business critical only, and a prescreening process is in place at each location.
- All locations have implemented work from home for all non-location critical roles.
- Actively communicating with all suppliers to ensure continuity of raw materials.

- Daily review of inventory positions on each SKU to monitor the dynamic changes in demand, and responding with changes in production schedules.

Ingredion North America Manufacturing actions:

- All locations are following regulatory and Ingredion requirements to mitigate risks associated with COVID-19
- Labor Continuity Plans have been created for all our manufacturing sites.
- A Health Declaration is required before entry is permitted to our facilities.
- Temperature checks are being implemented at all manufacturing locations in the US and Canada.
- Visitors must be approved by the Ingredion NA Leadership, on the grounds of mission critical.

Update on Ingredion North America Logistics providers (rail, truck, and ocean):

The partial closures of the US/Canada and US/Mexico borders have not impacted service of Ingredion's North America customers to date. The partial closures still allow for commerce related traffic specific to critical sectors according to the U.S.-Canada joint initiative's definition of essential travel.

Ingredion is routinely communicating to logistics providers to monitor the status of service and to ensure the following :

- Status of available equipment and drivers.
- Ensure the ongoing ability to meet tender acceptance and on time delivery metrics.
- Compliance with all regulatory and Ingredion requirements to mitigate risks associated with COVID-19
- Distribution of Ingredion provided letters designating Ingredion suppliers, contractors and carriers as critical.

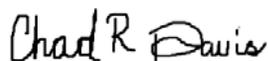
Notwithstanding any mandated regulatory measures, Ingredion is doing everything reasonably possible to ensure that we are able to service and supply our customers. If more stringent regulatory measures are imposed, or if we expect or foresee a service or supply interruption, we will liaise with you to determine the optimal path forward.

At this time, we are not experiencing significant impacts to our ability to supply and service our North America customers. We continue to optimize our inventory across our portfolio to ensure preparedness as the situation evolves. And, we continue to provide technical assistance to support customers in developments through our Idea Labs network.

We do ask for your support in best understanding the dynamics of your future demand, to ensure optimal production planning. We are seeing significant demand shifts across our customer base that may impact our ability to anticipate your future needs and our ability to meet them, so we ask that you work with your Ingredion representative to provide us an accurate forecast to ensure we are adjusting accordingly.

As this global crisis continues to unfold, we will update you on any potential impacts to supply and service.

Sincerely,



Chad R Davis
Vice President, North America Supply Chain