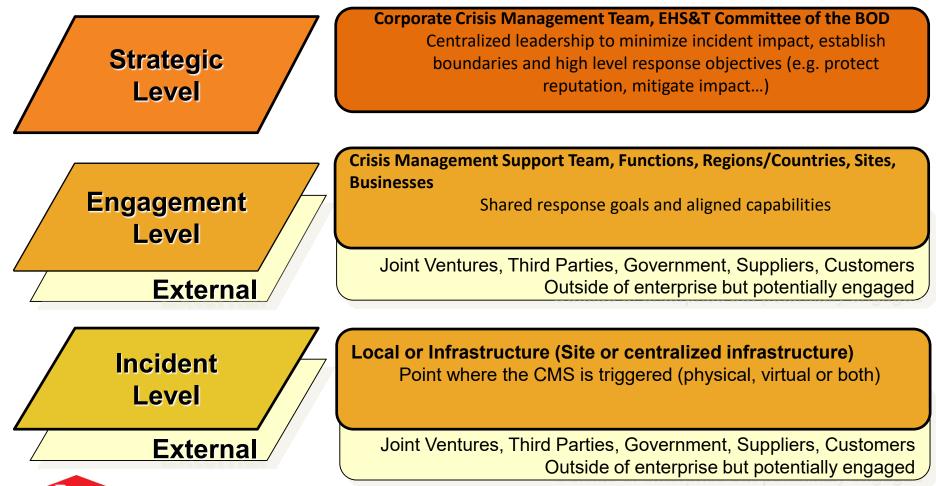
Dow Incident and Crisis Management

- Priorities
 - > Safety of employees, their families and the communities we live and work in
 - How our operations and customers will be impacted and how soon we can safely return to operations
- Principles
 - Be prepared and expect the unexpected! No two weather disasters are the same and they don't follow your plan!
 - > Relationships matter; long before the trouble starts. It takes a team of teams!
 - > All emergencies are local; decision-making at the lowest level possible
 - Hazard + Vulnerability = Emergency Condition



Dow Crisis Management System



Hurricanes Harvey & Maria

- Impacts
 - > Harvey Multi-billion dollar asset base, over 6,000 employees; 300+ displaced post-storm
 - > Maria One facility and 92 Employees with family members who remained on the island
- Actions and Keys to Success
 - > Rapidly established command structure in place, supported by frequent and intense drill schedule
 - > Effective decision-making to run or shut down operations
 - > Pre-planning of accounting for the safety of personnel
 - Site reach-back into Dow Crisis System (Dow Aviation, Health Services, Procurement, and Information Systems)
 - 44 flights, 92,000 lbs of food, medical and life support; delivery of expertise (Medical, Security, IT/Communications, Employees and Family) Mobile medical clinics; Temporary housing; Rental cars; Interest-free loans
- Dow provided:
 - ✤ Food and shelter to 60+ state police
 - Solution Pump capacity for two Texas city governments and local schools; drinking water to local Puerto Rico communities
 - biesel pumps and food to other industrial partners

