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To Our Customers and Partners,

We are currently in a global struggle to halt the spread of coronavirus (COVID-19) and we are deeply saddened by the losses already incurred in families and homes around the world as well as in our own country. Our prayers are with those who have been affected, and they will continue to be as we move together through this challenging season. As you may know, under current government guidelines, our customer-base classifies as “essential services”. Since they rely on our services to operate, we’ve committed to stay out there and get the job done as long as we can. We are committed to excellence in all we do. In terms of safety, we want our people to go home to their families and loved ones healthy and happy. We are likewise committed to the health and well-being of our neighbors, customers, partners and others with whom we share the same space. This is why we are taking precautions across the company, in a variety of different ways, to do our part to protect all people as well as join with the federal government and health officials in mitigating the further spread of coronavirus.

In order to maintain our standard of excellence, care and concern for others, we have begun to implement a number of adjustments to our processes which we believe will make a difference. Over the past year we have overhauled our IT systems in such a way that we are well-positioned to allow many of our employees to securely work from home, and we are encouraging those whose roles don’t require physical on-site presence to do so. We are also implementing internal policies and procedures which encourage distancing at our facilities, promote sanitation activities and inform our employees on the latest and best hygiene practices. If you are a customer of one of our service companies: H&H Oil, Heartland Petroleum, Nickco Recycling and/or Crossroad Carriers, you might notice our drivers wearing gloves and possibly even face masks. This is not indicative that they have an illness but something we have encouraged them to do to prevent site-to-site transfer of germs so that your business, employees and customers are better protected. We will also be increasing sanitary supplies in our trucks, as more supplies become available to us. As of today, our plan is to continue operations and service our customers with these adjustments in place. As a further safeguard for our refining assets, we have also implemented shift-splitting and established additional redundancies at our facilities to help ensure our ability to continue these operations as intended. This will become more important as the market deals with collapsing oil prices and the waste materials that we recover become more environmentally sensitive.

In the days and weeks to come, we will continue to monitor the situation closely so that synchronicity is maintained with government leaders and health officials. We value and appreciate your understanding and support as we do our part to change the course of this pandemic. This season is one of great sacrifice and we will all, without a doubt, have our fair share of stories to pass on to the younger generation. As we are in the midst of writing these stories, we want to make a conscious effort to learn and lead in ways that help ensure these stories will tell of a world united against a common threat; one which has pulled together in times of trial and sought that which was best for the whole of the community. We are grateful for our customers, suppliers and strategic partners. You inspire us to raise the bar and bring our best. We wish you well and will keep you posted. If you have any questions feel free to email me at [CEO@VertexEnergy.com](mailto:CEO@VertexEnergy.com).

A handwritten signature in black ink, appearing to read 'B. P. Cowart'.

Ben Cowart  
CEO, Vertex Energy