



LKAB Minerals Limited

21st May 2020

COVID-19 & LKAB Minerals Ltd

Dear Customer,

We are in unprecedented times and the challenges that our businesses, customers, employees and communities are facing are new to us all. However, we at LKAB Minerals Ltd. are confident that we can continue to support you through this difficult period.

In this letter, I would like to outline some of the actions LKAB Minerals Ltd. has taken to protect its workforce, business and customers from the effects of COVID-19. During the past few months, we have maintained an unbroken supply chain and availability of our full product range without any restriction in supply volume, while ensuring that our operations remain safe for all employees.

Firstly, we have taken significant measures to protect our workforce. We are continuing to adapt our control measures as government guidelines are updated, and our colleagues' safety is always our main priority. Through a combination of social distancing and increased homeworking, we have kept all of our production sites operational, ensuring continuity of quality and supply to all of our customers.

Secondly, we have formed a COVID-19 Response Team from senior management who review changes and guidance daily and then provide communication and actions throughout the business. This has allowed us to react quickly and respond to regulatory and commercial changes in a measured and controlled way. It also ensures we are compliant with the latest government guidance.

Lastly, we have eliminated unnecessary business travel and increased the use of technology to support social distancing. Although we are unable to hold meetings in person, please be assured that we are still working hard for you and are here for you when you need us.

We acknowledge that COVID-19 represents a fluid and dynamic challenge and it is likely that we will all feel its impact for some time. During this period, be assured that our business is continuing to focus on being a responsible, innovative and committed business partner.

I hope this information provides some reassurance to you and your business. If you have any questions or feedback, then do not hesitate to speak with your local LKAB Minerals Ltd. contact.

Wishing you, your colleagues, and loved ones well.

Yours Sincerely,
LKAB Minerals Ltd.

A handwritten signature in black ink, appearing to read 'D Wilson', written over a light grey circular watermark.

Darren Wilson
Vice President Industrial Minerals
CEO Europe