

Remember to Look for the Silver Lining

Like you, our Paratherm team has all been deeply affected by the spread of COVID-19. Never did we think that we would be living through a global pandemic in our lifetime. But here we all are, bearing witness to an invisible virus that gave no warning and took us all by surprise. Our news stations and social feeds were filled with phrases like “social distancing” and “new normal”. We watched friends lose jobs, the

vulnerable get sick, and grocery stores sell out of essential items like toilet paper, meat and bread — all while being quarantined in our houses.

Major cities were dealing with the influx of sickness, hospitals were over-burdened with patients while limited on beds and resources, and all seemed dire. Then it happened...a shift in the atmosphere. Doctors and nurses from around the country were called by their heart strings to help their fellow man and care for the sick. Businesses rallied and made our hospitals a priority so they would have the necessary hand sanitizer, gloves, masks, and shields (PPE) they needed to battle the virus. Buses shuttled care givers, hotels opened their doors to shelter, and restaurants donated food knowing this could very well be the only meal that medical professional would eat that day. People stepped up to make a difference in their communities.

The world slowed down and we all felt it. The animals noticed too and the wildlife around us enjoyed the luxury of a quieter, slower world. Coyotes have been seen roaming the streets of San Francisco. While flocks of birds are flying around, adjusting their songs to the quieter streets. It's been reported that urban noise had a drastic decrease. Snakes have made their way out to running paths, although nothing new, we're just here

Continued on page 4

A Note from Our Business Director:

The year 2020 has brought us new challenges both professionally and personally with the onset of COVID-19. Phrases like new normal, social distancing and starting conversations off with, “I hope you are well and safe”, have become part of our new vocabulary. Working from home, checking on your fellow neighbors, face time calls and being mindful are how we stay connected.

Paratherm has continued to stay connected with our customers and distributors. We remain focused on delivering our quality heat transfer fluids and superior service. During this time, we have made many same day or same evening deliveries to keep facilities running. We've kept our state-of-the-art lab running and testing samples so that we can continue to provide high level, technical expertise with your fluid analysis reports.

As we continue to navigate a safe and healthy environment for our staff, please be confident that Paratherm won't miss a step. We are available 24 hours a day, 7 days a week. We value you, our customers more than ever and want you to know we pride ourselves on delivering quality products and services. We've been your heat transfer fluid provider for over 30 years.



Ed Delate
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Meal Kits

Convenience food doesn't mean fast food anymore. Today's fast paced lifestyle has made convenience foods popular with busy families, working-class people and college students. Many restaurants, supermarkets and hospitals are also taking advantage of the premade sides and specialty items. Those scrambled eggs at the hotel restaurant buffet that you load up on each morning are an example of today's prepared foods. Can you imagine how long it would take an apprentice chef to crack dozens and dozens of eggs to serve a busy restaurant? Meal kits that are thawed or baked in the oven such as roasted potatoes, mac n cheese and even omelets and cereals offer customers a gourmet experience. They are ready in less time taking the prep work out of the equation while leaving fewer leftovers and easy cleanup.

Convenience foods have taken on an entire new look in the wake of the COVID19 pandemic. The gourmet pastas found in my grocery store gives this mom of two teens a much-needed break from cooking every night. Working from home for the past 7 weeks and having this forced slowdown has been a welcome change in our normally fast paced, hectic lives. Gone are the calendars of tennis, volleyball, soccer and

baseball practices, wondering how we are going to get each child to said commitment and fit in dinner in between shuttles. The weekends full of travel volleyball and eating on the go have been replaced with home cooked meals and conversations every night. We've all been given this time to reconnect with our families and ourselves. Some have even embraced trying new recipes to wow our families.

We all appreciate that much needed "night off" where mom doesn't have to cook and we can order out and get some help with dinner. Convenience foods and meal kits to the rescue! They are not only quick and easy, but also cost efficient and taste great. They provide the high quality and taste that we expect from a restaurant or prepared food, but in
Continued on page 3



#strongertogether

Giving back to the community is kind of our thing. Paratherm is proud to work together and support our community to help make a difference. We've given our time in a local church soup kitchen, volunteered at Cradles to Crayons to help make clothing packs for children and even sponsored a high school student at Christmas to ensure they had a well-deserved holiday. During the COVID 19 pandemic, with the help of our parent company, The Lubrizol Corporation, we've been able to make a really big difference in our community.

In response to the global pandemic, Lubrizol pledged \$2 Million to aid efforts to fight COVID 19 in Ohio and beyond. We nominated the Upper Merion Area Community Cupboard, our community food pantry. Their mission is to nurture a community-wide empathetic response to the realities of food insufficiency and to provide community, caring and supplemental food to our food insufficient neighbors living within the bounds of the Upper Merion School District. Sadly, it's not just our area. The need for food support is increasing across the country. We are proud that with the help of Lubrizol, we were able to donate \$10,000 to the Upper Merion Area Community Cupboard. With the recent COVID 19 spread, they have seen an increase in serving 3 times as many families per week. We know our donation will be put to good use and we are so proud to help our community.



Meal Kits *Continued from page 2*

different packaging than the normal pizza box or take out container. But, did you know that Paratherm has been at the forefront of this process? We have a history of working with equipment manufacturers and food processors in the food industry. Thermal fluid properties yield superior results in creating prepared meals and sides. We are proud to have played a part in many of the chef inspired convenience meals you find in your supermarket today.

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Meal kits and prepared foods are something you can count on. Similarly, to Paratherm. We provide solid service and fluid technology for over 30 years. Our customers know they can call us anytime to help with technical questions, system fills or for 24 hour emergency support.

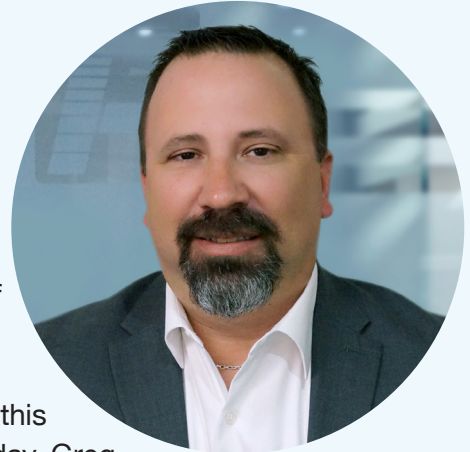
Employee Spotlight—Greg Jerdan

Greg Jerdan has been a key member of the Paratherm team for 16 years. When Greg first started, he was a Sales Engineer responsible for East of the Mississippi. For over 10 years, Greg immersed himself in the heat transfer fluids industry, building relationships and learning the industry ins and outs. He became a reliable resource that his customers valued for fast service and trusted knowledge when troubleshooting their systems.

Fast forward to 2013 with Paratherm's acquisition into the Lubrizol family. Roger Fuhr, Head of Operations and original team member since Paratherm's start in 1988 was retiring. Greg moved into this role with great ease and fluidity. Today, Greg manages the daily operations of our heat transfer fluid business. He facilitates various projects and acts as a liaison between our King of Prussia office and corporate headquarters. He also manages our customer service and inside sales support team to ensure that every customer transaction meets our historical track record of providing superior service.

Greg has been a part of a lot of change and growth since joining the Paratherm team in 2004. He's seen the transition from being a small family owned business to a Berkshire Hathaway company in Lubrizol. He says, "That transition gave us better global capabilities and buying power with our suppliers." Greg also appreciates the family feel the Paratherm King of Prussia office allows while having the backing of a large corporation. "Having the respect of the corporate office is rewarding and validates our success", says Greg.

Greg has seen a lot of change, but one thing has stayed the same. We still provide premier heat transfer fluid technology and industry leading superior service. We've been doing this for over 30 years and we're proud to serve you, our customers.



WE WANT YOUR FEEDBACK

Paratherm wants to hear from you! Click this link to let us know what you think. We'll send you a small gift for our appreciation. <https://infoservice.paratherm.com/acton/form/1865/0047:d-0001/0/-/-/-/-/index.htm>



Silver Lining *Continued from page 1*
to see them now....and maybe let out a scream. Even the beautiful Mt. Everest is rejoicing a little. Due to a decrease in smog and pollution, it's been visible from over 124 miles away, a first in decades.

Personally, we dedicated time to find balance and reflect. Many have used this much needed slow-down to prioritize and be more present in the moment. Taking hikes replaced the 8-5 desk slump a lot of us found ourselves in prior to quarantine. We found energy and motivation in accomplishing the mounting to-do lists around our house. Neighbors had time for each other and conversed across yards, some even meeting for the first time...and it felt good.

Without the rush of shuttling our kids to practices and games, meetings and obligations, the family dinner was back. We talked with our kids and families. Some experimented with recipes and wowed their families with a special dessert. Parents became on-the-spot instructors to their children and gained a new appreciation for our beloved teachers in the new age of remote learning. To fill our time, we found joy in making ourselves happy with new hobbies, meditation, reading, running or family exercise.

Optimism prevailed as businesses big and small along with the self-employed took steps and reinvented their models to adhere with the new norms. They revised the ways they did business and shifted their approach by adapting and creating goodwill and trust for our customers and our community. As a country, we have learned that opportunities are all around us if you look for the silver lining.

The Thermal Fluid Experience

Please join us for our **FREE Webinar September 16, 2020**
2:00 p.m. EST

Presented by: Ryan Ritz, Technical Director, Paratherm

Register: <https://onlinexperiences.com/scripts/Server.nxp?LASCmd=AI:4;F:QS:I10100&ShowUUID=D1A22760-03DC-4D76-8546-5EB132728C4B&LangLocaleID=1033&AffiliatData=Paratherm>



Technical Tip:

Heat transfer fluids can provide years of trouble-free service, but eventually the fluid may need to be replaced as a result of contamination or degradation. Failure to address contaminated or degraded fluid can result in decreased production, reduced fuel efficiency, plugged lines, fouling of heat transfer surfaces, equipment failure and potential safety issues. For more information on Cleaning, Flushing, Draining, check out our technical sheets located in the Resources tab on our website – Paratherm.com

Paratherm In Print

Our Technical Manager, Ed Cass, has been busy in print. He's penned two articles the past year for Hydrocarbon Engineering Magazine. In case you missed it, in last December's issue, he discussed having "The Right Tools for Success", explaining the top strategies for sustaining the performance of thermal fluids.

This June, look for Ed's article, "Decisions, Decisions", which takes a look at the chemistry of heat transfer fluids.

To view these articles, go to our website: Paratherm.com

Links: <https://www.paratherm.com/articles-white-papers/>.



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