



To Our Customers,

As the impact of the Coronavirus (COVID-19) is felt around the world, I want to first say that we hope this message finds you, your family, and associates healthy and well. The health and safety of our teams, customers, and communities are our primary concern. There are a number of measures we are taking to ensure we manage to safely get through this dynamic situation, while continuing to serve you and our associates effectively.

In these extraordinary circumstances, I want to share information about Regal Climate Solutions readiness for continued business operations and how we are taking further protective actions through constant monitoring of the situation and implementing specific readiness plans for any disruptions.

Our 14 Climate Solutions global manufacturing facilities are strategically located throughout North America, Asia and Europe. Our operations and resources are well positioned to serve you. Our Supply chain is strong, and enables the flexibility to limit the possibility of delivery disruptions. We are committed to serving you during these difficult times and are taking appropriate measures to meet your future needs, as well as protect our teams through the following measures:

**Prevention:**

- All Regal associates who can work from home are encouraged and supported to do so.
- Work-related travel and event attendance has been suspended or postponed.
- Associates are encouraged to take the necessary precautions and additional time to focus on family that are unable to work at this time.
- For those that cannot work from home, we are following the CDC guidelines of; social distancing, sanitizing and other recommended practices.

**Containment:**

- Protocols have been developed for each facility to react to any known exposure.
- Associates have access to Tele-medicine for remote healthcare.

**Communication:**

- Daily updates are being conducted at every level in the organization.
- Associates have 100% access to digital technology to communicate via written, phone, and video with our customers and suppliers.

We are confident in our ability to provide service to you going forward. Please do not hesitate to contact your account manager and customer service agent to work together to answer questions, mitigate concerns or learn more about we can do to support you in the future.

Thank you for your continued trust and partnership,

A handwritten signature in black ink, appearing to read "John Kunze".

John Kunze  
Group President – Climate Solutions