



March 23, 2020

Subject: Emerson supports Critical Infrastructure

Dear Valued Emerson Customer,

As we observe the global response to the COVID-19 Coronavirus, I want to assure you that Emerson is very focused on the safety of our employees, customers, suppliers, and communities. We have globally adopted best practices of social distancing, frequent disinfection of our facilities, strict health monitoring and travel restrictions. In accordance with local health policy or recommendations, we have also adopted work from home strategies where feasible to help reduce risk and break the cycle of infection.

As we all work together to fight this virus, Emerson is committed to keep our key facilities safely in operation and provide the essential products and services that support the daily lives of communities around the world. The goods and services produced by Emerson's Automation Solutions directly support critical infrastructure industries in areas such as power generation, life sciences, refineries for fuels, chemicals, and food and beverage.

Therefore, based on our understanding of known local, state and federal guidelines, Emerson's Automation Solutions organization and our first- and second- tier suppliers are considered Essential Businesses, exempt from Shelter in Place executive orders, permitting us to maintain operation.

Emerson will continue to maintain practices to safeguard our manufacturing facilities and work with government authorities to make sure they support our mission of remaining open so that we can provide the solutions our customers need to support critical infrastructure.

If you have any questions, please do not hesitate to contact the appropriate customer care contact listed on [Emerson.com](https://www.emerson.com).

We thank you for your partnership and are grateful for the trust you place in Emerson.

A handwritten signature in black ink, appearing to read "Lal Karsanbhai".

Lal Karsanbhai
Executive President, Automation Solutions
Emerson