

Dear Valued Customer:

The health and safety of our employees, customers and business partners are our top priority. EMCOR Services Aircond is closely monitoring developments with respect to COVID-19, and we wanted to share with you some important information about the steps we're taking.

None of our employees travel internationally for business, but we have implemented travel guidance consistent with CDC recommendations by prohibiting international business travel and limiting non-essential domestic business travel. Any employees who return from an area that the CDC designates as requiring enhanced precautions will be monitored for the 14-day recommended incubation period prior to being allowed to work at a client site or in our offices.

We are currently actively taking the following **safety precautions**:

- Actively encouraging sick employees to stay home
- Promoting respiratory etiquette and hand hygiene guidance
- Performing routine environmental cleaning
- Encouraging social distancing by holding meetings via teleconference, canceling large gatherings, allowing remote work as appropriate
- Frequently disinfecting high-touch surfaces (elevator buttons, door handles, handrails)

We also have business continuity procedures in place that include assigned backup for each key area of the business, contingency plans for supply chain interruptions, emergency contact lists, an internal mass messaging system, and procedures for telecommuting.

As our business partner, we ask that you cooperate with us in these efforts by notifying your primary point of contact if one of your employees who regularly interacts with EMCOR Services Aircond tests positive for COVID-19 or has had close contact with an individual who has a confirmed positive test result for COVID-19. In addition, on construction sites where we have employees, we request that you take industry-specific precautions to the extent that you control the site. These measures may include providing break areas that allow for CDC-recommended social distancing, maintaining an appropriate supply of disinfecting products so that break areas can be frequently sanitized, and ensuring that such sites are appropriately supplied with sanitizing hand wipes and alcohol-based hand sanitizer.

We will continue to keep you informed of developments, as appropriate.

If you have any questions or concerns, please reach out to our business continuity team:

Bryan Naylor (404) 725-5054 [bnaylor@aircond.com](mailto:bnaylor@aircond.com)

Kelly Cutchins (770) 317-7795 [kcutchins@aircond.com](mailto:kcutchins@aircond.com)