



March 23, 2020

Dear Valued Customers and Associates,

Since Schar Heating & Cooling was founded in 1994, we have always driven our organization to provide the best service and products in the industry. In response to the current COVID-19 virus situation, we wanted to provide you with confidence in our efforts to manage this situation.

We are closely monitoring the information available from the medical experts, national agencies and governing bodies for our industry. Based upon these recommendations, we have implemented the following procedures throughout the company:

- Our company remains open for essential operations, and we have taken steps to ensure that we continue to keep our activities clean and safe
- Use of Disposable Black Nitrile Gloves when working on customer sites
- Approximately half of our office staff is working remotely
- All reporting team members are assessing their temperature each morning
- We have advised all employees to stay home if they are sick and/or fever of 100.4 or higher, and to follow proper "social distancing" etiquette and hand hygiene at all times.
- In addition, we have asked all employees whether they have traveled out of the country to any of the affected areas, or had contact with anyone who tested positive for the virus, and if they have, to report it to us immediately.
- As of now, we have confirmed that no employees have been in close contact with anyone that may have been exposed to the Coronavirus or tested positive for COVID-19.

To share in the effort to contain the virus, we are asking that our customers provide us with necessary information to protect our employees and the community at-large. Therefore, we are requesting that if you or anyone you have close contact with has reason to believe that you may have been exposed to the virus, please contact us as soon as possible. Based upon this information, we need to make an informed decision in order to protect other customers, our employees, and their families. We appreciate your cooperation with this request.

We are committed to providing you with the best services possible, thank you for your business and your understanding.

On behalf of the Schar Heating & Cooling team,

Gary Schar