



March 17, 2020

To Our Valued Customers and Team Members,

Robic Refrigeration is dedicated to our mission of servicing our customers' HVAC and refrigeration needs, as well as, providing opportunity and job satisfaction to our Team Members. Robic Refrigeration lives by our mission and this guides us as we face the unprecedented challenge of responding to the Coronavirus (COVID-19) pandemic.

In response to the current situation, we have implemented our business continuity plan and have taken actions to ensure continued service to our customers.

First and foremost, our plan ensures the health and safety of our employees, so we can continue to deliver our services to you.

Below is an update on what we are doing to keep everyone's safety top of mind.

Asking our Team Members to follow CDC recommendations ([cdc.gov/COVID19](https://www.cdc.gov/COVID19)):

- **Stop handshaking – use other non-contact methods of greeting**
- **Practice regular, thorough hand washing often**
- **Use hand sanitizer if soap and water are not readily available**
- **Avoid touching eyes, nose and mouth with hands**
- **Start the practice of social distancing, stay at least 6 feet away from each other**
- **Team Members stay home if they feel sick, or have a sick family member in their home**

We have implemented specific guidelines for cleaning and disinfection surfaces in our office and ensured we have an ample supply of disinfecting products.

Our office will be working on a modified schedule to meet the needs of the business and our service techs will still be available after hours if needed.

These precautionary measures have been taken to limit the potential spread of the virus, to support our Team Members in this challenging time and to ensure we maintain our ability to serve you, our customer, for the long term.

Thank you for your business and partnership, as we get through this difficult and challenging time, together.

Please be safe and stay healthy.