



COMMERCIAL

March 16, 2020

Valued Business Partners,

As defined by our Core Values, Lennox is committed to the health and safety of our customers, our employees, our suppliers, and our communities. We are actively monitoring the dynamically evolving situation surrounding the Coronavirus (COVID-19) and closely following guidelines provided by the United States Centers for Disease Control (CDC) and the Public Health Agency of Canada. We are also taking the following actions with a focus on maintaining our high level of service to you during this time period:

- Our COVID-19 Readiness Task Force meets daily to assess and address the evolving requirements of this situation and the specific needs of our customers and employees
- We have built excess inventory across major product categories to support your replacement needs
- We are currently not experiencing disruptions in Manufacturing or Distribution Operations as we
  - Take additional safety precautions throughout our operations to ensure employee safety
  - Continue to work closely with our suppliers to avoid parts shortages and continue to produce
  - Remain prepared to implement contingency plans should the need arise
- We have deployed technology to our Field Sales Offices, Customer Service, and Technical Support team so that we can initiate remote work arrangements as necessary and remain available to support your needs

As this situation continues to evolve, we will continue to provide updates and information that will enable you to effectively manage your business. Please reach out to your Sales or Customer Service representative if you have any questions or need additional support.

Thank you for trusting Lennox with your Commercial HVAC business!

A handwritten signature in black ink, appearing to read "Elliot Zimmer".

Elliot Zimmer  
President & Chief Operating Officer  
Lennox Commercial