



March 19, 2020

Valued Business Partner,

We are in this together! COVID-19 is having a dramatic impact on our lives, communities and businesses. Lennox is committed to helping you navigate these quickly changing times.

Lennox has long been a trusted partner who works for contractors across the US and Canada. This week, as mandated shutdowns were announced, we reached out to ACCA, AHRI, ASHRAE, and other industry organizations to provide our endorsement for HVACR to be designated as an “essential service.” It is important to us that you can keep your businesses running through this time period and so we encourage you to take the following actions:

- [Visit our webpage](#) to join industry association campaigns and reach out to local government representatives to discuss HVACR as an essential service
- Encourage your local municipality to allow continued activity for site inspections and permit issuance
- Proactively recommend HVAC work in buildings that are currently unoccupied (e.g. schools, restaurants, etc.)
- Communicate your health and safety protocols to assure customers that you can do the work safely

I reached out to many of you this week and you have made it clear that you are taking health and safety seriously. Your business is as important to us as it is to you; as such, we'd like to offer the following tips from the World Health Organization (WHO) for keeping you, your employees, and your customers safe as you engage in day-to-day business operations:

- Thoroughly wash your hands and clean shared surfaces, tools, and other business instruments
- Maintain social distancing (even on the job site) and limit gatherings to fewer than 10 people
- Implement work from home processes for office staff
- Encourage anyone with a fever, cough, or difficulty breathing to seek medical care early and to stay at home

You can find this and other information from OSHA and the CDC on our COVID-19 Customer Communication Webpage: <https://connect.lennoxcommercial.com/covidcommunications>

Our teams are working tirelessly to serve the needs of your businesses while staying focused on keeping our employees and customers safe. Our factory and distribution operations continue to run uninterrupted and we have ample stock to serve your needs. Our Lennox Stores locations are shifting operations to drive-thru service in order to minimize disruption to our customers – please take a moment to [read the communication](#) from Lanessa Bannister, Vice President of Lennox Stores in order to take advantage of this valuable service.

We are committed to providing regular updates on our operations to keep you informed as you work through this situation and make plans for your business. Thank you again for partnering with Lennox and please reach out to us if we can help in any way.

Elliot Zimmer

President & Chief Operating Officer

Lennox Commercial

