

March 23, 2020

Valued Partners,

State and local governments continue to issue “shelter in place” ordinances as well as work and travel restrictions to slow the spread of the COVID-19 coronavirus. Under these orders, “essential services” have been permitted to remain open, such as grocery stores, hardware stores, medical facilities, convenience stores and gas stations. Additionally, businesses that supply essential businesses with the support or supplies necessary to operate, have also been permitted to remain open.

For more information on the COVID-19 virus and how it is affecting our industry, please visit:  
<https://connect.lennoxcommercial.com/covidcommunications>.

The Department of Homeland Security’s (DHS) Cybersecurity and Infrastructure Security Agency (CISA) has issued federal guidance to states and municipalities regarding “essential” work. Additionally, on March 16th, President Trump stated,

*“If you work in a critical infrastructure industry, as defined by the Department of Homeland Security, such as healthcare services and pharmaceutical and food supply, you have a special responsibility to maintain your normal work schedule.”*

**Based on the definitions contained in the guidance, the activities conducted by HVACR manufacturing, distribution, installation and service are “essential” and are collectively, a critical infrastructure industry. The continued operation of your business is viewed as “essential” and necessary in order to perform our role in supporting the residential, commercial, and refrigeration end markets.**

Lennox International manufactures products that are “essential” to the global response to the COVID-19 coronavirus. The manufacture, distribution and maintenance of our products are essential to the continued functioning of all sectors of the economy. Our commercial HVACR products provide comfort and air filtration to essential commercial buildings (grocery stores, hospitals, data centers and gas stations). Our residential products are necessary to the essential operation of residences and are also applied in smaller commercial facilities such as restaurants, doctors’ offices, convenience stores, nursing homes and rehabilitation facilities. Our commercial refrigeration products are essential to the preservation of food, agriculture and medical supplies, such as pharmaceuticals, blood and plasma.

We stand ready to support you and your business in these challenging times. As your partner we understand our role in the critical infrastructure is to provide your business with the necessary equipment to support our end markets. We recognize your businesses role as well and want to make sure you know that you can count on us to support you.

Regards,



Elliot Zimmer  
President & Chief Operating Officer  
Lennox Commercial