

Bulletin: 08-20

TO: All Greenheck Representatives  
FROM: Tim Kilgore  
President, Greenheck Fan Sales/Marketing - Americas  
DATE: March 12, 2020  
SUBJECT: COVID-19 Virus and Non-Essential Travel to Greenheck



Dear Valued Rep Partner:

Like you, we are closely watching daily communications regarding the coronavirus (COVID-19) and following the recommendations of the Centers for Disease Control and Prevention. You and your customers' safety, along with the safety of our employees is our utmost concern. It is why we are implementing temporary policies on travel to and from Greenheck facilities.

We have defined travel at this time into two categories: Essential and Non-essential travel.

- **Essential travel** are those circumstances that are required to close or review pending or current orders.
- **Non-essential travel** includes general Greenheck factory visits, and educational events including HVAC University, service training and rep training.

Therefore, with the goal of protecting our reps, customers, and employees from the escalating circumstances around this virus, we will be closing all inbound non-essential customer and rep visits to Greenheck for the next 30 days or until more definitive information is known.

This new policy will take effect on **Monday, March 16** and includes next week's scheduled HVAC University and other non-essential travel. We will post regular rep updates on this subject on RepNet tomorrow.

Again, the safety of you, your customers and our employees are our main concern. These travel policies will be in effect until the risk has passed.

Please contact me, Matt Spink or your regional sales manager with questions regarding these policies.

Thank you for your continued sales effort during these unprecedented times.

Tim Kilgore