

Bulletin: 11-20

TO: All Greenheck Business Partners

FROM: Tim Kilgore
President, Greenheck Fan Sales/Marketing – Americas

DATE: March 20, 2020

SUBJECT: Greenheck Response to COVID-19 Outbreak



To our trusted Rep Partners,

The COVID-19 outbreak has dramatically changed our country and businesses in just a few short weeks. Every day the impact is being felt in more areas of our country. Earlier this week six counties in the San Francisco area were ordered into a shelter-in-place practice. Today, New York's governor ordered non-essential workers to stay home. We anticipate other areas of the country will be similarly affected in the coming days and weeks.

The purpose of this announcement is to clearly state that Greenheck is an essential business and will remain open. Simply put, Greenheck produces products that are essential for life-sustaining operations such as hospitals, laboratories, senior care centers, and food chain businesses. We are fortunate to have redundant manufacturing facilities across the United States and Mexico, especially at critical times such as these.

In fact, many of these essential operations are counting on us as a team (reps and factory) to help keep their operations running. We recognize that this will require the acceleration of shipment for essential operations such as hospitals and COVID-19 laboratories. We will be as flexible as possible to meet these needs.

But we need your help. Please review your Greenheck backlog and soon-to-be-entered orders and notify our Customer Care team if you have an essential order. We will move your order up in our production schedule. Similarly, notify our team if you have a non-essential order that can be delayed or worst case, has been cancelled.

We will waive quick build (QB) premiums whenever possible for essential COVID-19 response orders (e.g., hospitals, COVID-19 laboratories) that we are able to move up in our schedule. Nor will we charge a cancellation fee for orders canceled three weeks prior to the scheduled ship date. We ask you to implement a similar policy for your customers. Now is the time to build customer goodwill.

It is possible that some orders will be under construction when you learn of project delays. We will need to finish these orders and will work with you and your customer to determine the optimum storage options.

These are unprecedented times, but I could not be more proud to work alongside you, our rep partners, as we strive to do our part to beat this virus.

Sincerely,

Tim Kilgore