



**Rheem
Air Conditioning
Division**

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March 24, 2020

To HVAC Distributors and Contractors:

Our nation and the world at-large are taking swift measures to slow the spread of COVID-19. While Americans are following prudent guidance to distance themselves socially from one another, workers in several key industries like ours must continue to operate in order to protect the public health and keep Americans safe.

The Cybersecurity and Infrastructure Security Agency (CISA), part of the U.S. Department of Homeland Security, on Thursday, March 19, 2020, issued its Guidance on "Essential Critical Infrastructure Workers," designating the types of workers who provide essential services critical to public health and safety, as well as economic and national security. Rheem interprets this guidance to include the continued manufacture, supply, and installation of heating, air conditioning and refrigeration products as essential to meet the critical needs of the nation, particularly with regards to maintaining the safety, sanitation, and conditioned air required for the essential operations of residences, businesses, and institutions like healthcare facilities, businesses and residences.

Our mission is critical. Our refrigeration units are used in aiding grocery stores, food banks, and emergency services (e.g. blood banks and Red Cross) to maintain their medical and food supplies to those in need. On the residential and commercial air and heating side, as more and more people are being asked and required to self-isolate, it's important that we continue to be able to support homes, hospitals, clinics, and nursing homes maintain consistent temperatures and avoid extremes so that the sick and the elderly are not experiencing other issues that would exacerbate the situation.

Importantly, CISA has designated skilled contractors as essential professionals that provide services that are needed to help achieve the goals of combatting the spread of the COVID 19 virus.

CISA also indicates that critical manufacturing may continue at this time. The continued production of heating, air conditioning and refrigeration equipment is a vital resource for helping combat the further spread of COVID-19:

The CISA Guidance has, and continues to be adopted by State and Local governments under shelter-in-place orders, which authorize essential businesses to continue operating. Rheem has reached out to governors' offices across the country and have received direct commitments from several state governments recognizing the essential work of our industry. We have also been in contact with the Department of Homeland Security to confirm our determination. Therefore, employees in our sector and our business partners—including component and raw material suppliers, freight and logistics companies, and wholesale and retail distributors and contractors—will continue serving the United States during the COVID-19 pandemic by maintaining the production of water and space heating equipment.

Thank you for your continued support of our communities during this time.

Sincerely,

A handwritten signature in black ink that reads "Randy Roberts". The signature is written in a cursive, flowing style.

Randy Roberts
VP, Sales and Marketing