



To our Customers,

Over the last several weeks coronavirus (COVID-19) has quickly spread across the globe. During these uncertain times, I and the entire Climate Pros team wish you, your families, and your employees safety and good health.

As you are focused on getting through this pandemic, we are focused on partnering with you to continue your business as usual, or as close to usual as is possible.

Climate Pros has a comprehensive contingency and business continuity plan in place, and we are executing accordingly. First and foremost, this means taking care of our people: our employees, our customers, and our partners, including accounting for:

- **Geographically dispersed teams:** Climate Pros' footprint is not contained within one geography; in fact, we have customer service centers and team members located across 22 separate offices in 14 states, and over 800 field service engineers, (our team of technicians) spread across 42 states.
- **Remote-ready workforce:** The entire Climate Pros organization is equipped to be fully functional and provide uninterrupted service should employees be required to work from home. In fact, many of our employees work remotely during any given week, ensuring no change of process or experience for customers.

Our proprietary software and systems have been built and designed to ensure our team is supported to best support you, our customer and ensure business continuity.

Our Field Service Engineers, (Technicians) use our mobile apps to tie into our software from anywhere, right from their smart phone. Typically, they require the store manager to sign their work order with their finger. Due to the recent situation with COVID-19, we have elected to not capture a signature. Moving forward, we will have the manager sign his name to a blank piece of paper. Also, on that same paper, he will write the date, his printed name, title and the Work Order or dispatch number. This will tie the signature to the WO. The engineer will then take a photo of the signature page and attach it to the WO which will be available to you at any time via our customer portal. This will remove any opportunity for the engineer and the store manager to spread the virus to one another. We feel this is the best way to do our part to ensure a safe transaction.

We realize you have choices when it comes to your contractors for your business, and we truly appreciate your choice to use Climate Pros. We started 14 years ago with a mission to serve

America's cold chain disrupting the industry by building a great company, for great people. That mission is even more critical in these trying times. One of our core values is "Whatever it Takes" and in these trying times, our teams are ready willing and able to do whatever it takes to serve our customers and support the cold chain. If there is ANYTHING we can do to help your business keep moving during this crisis, don't hesitate to ask and we will help you find a solution!

During these times, it is vital that we ensure the safety of our food supply in the United States. In our industry, Climate Pros is one of the largest Refrigeration contractors in the country and with that comes a heavy responsibility. We believe that it is our job to support the cold chain and keep the food safe and refrigerated. That being said, we are making our workforce available to all our customers in any area we can serve and support, which is almost every major city and MSA in the country. If you need our help somewhere we do not currently serve you, let us know and we will do our best to help.

Stay safe and stay healthy. We will get through this together.

In Your Service,

Todd Ernest  
CEO