



Woman Owned, Small Business

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15 March 2020

To Our Valued Customers, Distribution Partners & Resellers, Suppliers & Vendors, and Employees & Contractors

Air Rover's Response to the COVID-19 Outbreak

Here are some of the immediate steps Air Rover management is taking to support our customers and protect our employees, contractors and visitors during the current COVID-19 outbreak:

Reduction of Meetings and Business Travel

We have replaced business travel with video and teleconferencing meetings to keep our customers and suppliers updated regarding projects and product schedules.

To keep opportunities for exposure to the virus to a minimum, Air Rover has postponed company-wide gatherings such as our annual Employee Health Benefits luncheon previously scheduled for Monday, 16 March.

Continuous Communication with Customers and Supply Chain Partners

We will speak daily with our suppliers, distribution partners, and local officials to mitigate the risk and impact on Air Rover's supply chain caused by this outbreak. We are implementing supply chain safeguards for the future, while officials work to contain COVID-19.

Facility Cleanliness, Personal Hygiene Practices and Flexible Work Options

As a former registered nurse, Air Rover president and owner, Frances Stiles, is obsessive about hygiene.

Air Rover management is being as proactive as possible about cleanliness throughout our manufacturing facility and offices. We have ramped up our facility cleaning schedule, disinfecting surfaces often, including breakroom sinks and tables, doorknobs and all work areas.

We will limit on-site visitors to essential personnel only – such as pick-up and delivery drivers.

Employees and contractors are asked to follow all published health and safety tips from the Centers for Disease Control and Prevention (CDC), including no handshakes, frequent hand washing, avoid touching your face, etc. Notify your supervisor and **stay home** if you are sick with infectious respiratory disease symptoms, and or if you have a fever (100.4 degrees F or higher) or have had contact with someone who has been diagnosed with COVID-19.

If a member of our workforce becomes ill or must stay home to care for children who are home from school, our Human Resources and Management team will work with those employees on a contingency plan for remote work or other flexible working arrangements. We will utilize tools to keep teams working together even if they aren't in the same place.

Ongoing Internal Company Communications

To limit the exposure to the coronavirus and keep our Air Rover team and workplace safe, Air Rover management will provide our team updates on the most current COVID-19 information and data-based guidance from the CDC, the US Department of Health and Human Services (DHH), our state and local officials, and our company's Employee Health & Safety partner, D & H Risk Services of Longview, Texas.

As the intensity of this outbreak may vary by location, our local health officials will issue guidance specific to our community. Air Rover management will notify employees and contractors of the latest COVID-19 information that effects our company and community, and guidelines for our workforce to follow.

Meeting This Challenge Together

We all have a part to play in reducing the spread of COVID-19 for the safety of our families and communities. By doing so, we will hopefully be successful in containing its economic impact to a single quarter (Q2).

Though China and other economies are already starting to recover, the spread of the coronavirus is still extending throughout the world. Its ripple effect will impact us for some time. As this is a developing situation, we thank you in advance for your collaboration as we work through this unexpected public health challenge together.

Sincerest regards,
Sharla McMichael
Director

Air Rover portable air conditioners and environmental control units are engineered to cool in the harshest, hottest and coldest places on Earth.