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Dear Customers

We recognize that with the constantly changing COVID-19 situation around the world, this is an unprecedented time for everyone — a time that, for many, is filled with uncertainty. Our hearts and thoughts go out to each and every one of you.

I want you to know you have our commitment to continue providing you with the products and services you depend on. For more than 20 years, JonAire, Inc has focused on our mission to power prosperity. This enduring mission guides us as we closely monitor, assess and respond to this situation.

As a valued customer or partner of one or more of our products and services — I want you to know that we understand the importance of the products and services we provide to you and your business. Meeting that responsibility day in and day out, in any environment, is our primary focus.

In response to the current situation, we've implemented our business continuity plan — which examines all areas of business operations— and have taken actions to ensure continued service to our customers. Rest assured, we are prepared to serve you.

First and foremost, our plan ensures the health and safety of our employees, so we can continue to deliver and support the products you count on. Considering the most recent news and announcements from the World Health Organization (WHO) and [Centers for Disease Control and Prevention \(CDC\)](#), We've offered extended sick leave for our employees should they need it.

We know many are concerned about the impact the global health situation is having on hourly employees. JonAire, Inc is continuing to pay our front-line hourly service workers during this work. We are proud to support them in their critical roles.

Precautionary measures have been taken to limit the potential spread of the virus, to support our employees in this challenging time and to ensure we maintain our ability to serve you, our customer, for the long term. Our senior leadership team remains vigilant and is monitoring the situation in real time and responding rapidly as conditions evolve.

Please be safe and stay healthy.

John Benedict

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

President