



To our customers and business partners:

This is a challenging time for all businesses and organizations. In this rapidly changing environment, Schumacher Elevator is carefully monitoring circumstances that impact our employees, our operations, and our communities. We are closely following the recommendations and guidelines of each of the states in which we reside, as well as the CDC and local health and governmental authorities. Our team is also preparing for the challenges we expect in the weeks and months to come.

Rest assured, Schumacher Elevator will continue to provide services and products to the fullest extent we are able. Our business is considered "Essential to Critical Infrastructure" by the US Department of Homeland Security and we intend to remain open. To help ensure our business continuity we are:

- Pushing exceptional hygiene, social distancing measures, daily screening, and increased disinfecting at our facilities and for all our field employees
- Planning for redundancies and implementing remote work options for our essential functions and to protect our employees
- Closely monitoring our domestic and international supply chain for potential interruptions and delays
- Temporarily suspending all non-essential travel and in-person meetings and replacing them with tele-or videoconferencing
- Working closely with customers to adapt to changes in their businesses and service needs

If we encounter a challenge that directly affects our work for you, we will communicate it immediately.

If your business is experiencing challenges that will impact our delivery date or maintenance services, please let us know so we can adjust accordingly.

On behalf of everyone at Schumacher, we appreciate your efforts, understanding and flexibility as we navigate uncharted waters and we thank you for your continued business and trust.

Stay safe and healthy.

A handwritten signature in black ink, appearing to read "Jeffrey P. Schumacher".

Jeffrey P. Schumacher, CEO