

Wednesday, March 18, 2020

## SAFETY AND OPERATIONS UPDATE

Hayes Mechanical wants to assure our clients that we are closely monitoring the developing COVID-19 Coronavirus situation and have resources in place to provide you continued service and support. As a critical partner to your business, we have implemented the following three sets of policies and procedures to ensure your facilities continue to be maintained and operating.

### Business Continuity

- Our Regional offices remain fully staffed for continued client access to maintenance services and support.
- With the benefit of a nationwide footprint and human resource redundancies to limit negative impacts on staffing and service availability, we maintain our capability of providing 24/7 emergency response.
- We are maintaining continuously updated communications with our labor unions, associates, clients and partners at the national and local levels

### Supply Chain Continuity

- Over the past 100+ years of operation, Hayes Mechanical has developed strong partnerships with diverse suppliers to continue to provide our clients with repair parts and replacement equipment without disruption
- Our procurement staff continuously monitors our supply chain for any potential shortages
- We have identified back-up sourcing plans to mitigate future risk
- In the event where there will be a delay in delivering products, customers will immediately be notified by your Hayes Mechanical Service or Project Manager

### Staffing and Support Continuity

- Hayes has created a cross-functional task force dedicated to ensuring business continuity and the safety of our employees during this pandemic.
- We are providing our staff, at all levels, with the most current information and best practices to avoid, prevent and mitigate the spread of any illness
- We have eliminated all non-essential business travel
- We have enabled work from home capabilities within impacted regions and are prepared to expand this policy as needed
- Our offices are closed to outside visitors/guests and all appointments are being handled via teleconference or web conference.

If you have plans to interact with Hayes Mechanical personnel, you can be assured that all of our employees have been briefed on proper precautionary hygienic measures to keep themselves and others around them healthy. This includes avoiding in-person contact with customers or other personnel if they become sick or have been in close contact with anyone who has tested positive for COVID-19, in order to prevent the spread of disease.

We will continue to monitor this rapidly changing situation and will adjust workflow, as necessary, to ensure essential services remain operable. In dealing with the present circumstances, we will use every effort to deliver the same level of 24/7 service our clients have relied on since 1918.

Thank you for your continued business and partnership. We feel well prepared to navigate through these challenging times and continue to exceed your expectations without disruption. Should you have any specific questions, please feel free to contact me at our Chicago office or your Hayes Mechanical Service or Project Manager.

Stay Safe,



Eric Heuser  
Chief Executive Officer

### HAYES MECHANICAL LOCATIONS

Chicago, IL: 773-784-0000  
Phoenix, AZ: 602-792-3400  
Export, PA: 724-327-0486  
Saginaw, MI: 989-401-5599  
Bellville, IL: 618-277-1245  
Omaha, NE: 402-502-0299  
Minneapolis, MN: 763-568-7086