



March 11, 2020

Subject: An update regarding Coronavirus (COVID-19)

Dear Valued Customer,

There is no higher priority to Emerson than the safety of our customers, business partners and our employees. With the ongoing threat of COVID-19 Coronavirus to the health of our communities and to our businesses, we are committed to minimizing the spread of this virus, but we also want to reaffirm our unwavering support for you, your company and your employees. Emerson is proud to have the strongest network of Automation professionals in the industry and in being a trusted partner to ensure the safe and profitable operation of your business.

Globally, we have implemented policies and procedures with progressive safeguards for the health and well-being of our employees and for those that they have contact with, according to prescribed best practices from the World Health Organization (WHO) and the Center for Disease Control (CDC). From frequent temperature monitoring to the provision of hygienic resources and limits on non-essential travel, we are working around the clock to restrict exposure and risk, while diligently working to support your needs for Emerson's technologies and services.

Over the past 15 years Emerson has developed and deployed a global sourcing and manufacturing strategy ensuring operational redundancies are in place to minimize disruptions in our ability to deliver the products and solutions you need. We are currently maintaining production and delivery levels with minimal interruption in all global regions. We will continue to track any impact, adjust accordingly, and communicate with you to minimize any potential disruption to your business.

Additionally, if you have a request for our Lifecycle Services or Project Engineering, our service personnel are committed to support you and your company, guided by public health policy restrictions and your own company policies. We have deployed revised Job Hazard Assessment procedures and are maintaining extensive travel logs globally for our service personnel to ensure we comply with any of your facility access standards. We will ensure that our expertise is available to assist you with your startup or operational needs.

Emerson has also developed the strongest virtual capabilities in the Automation Industry for you to leverage and minimize your team's travel and exposure. These include cloud engineering, Virtual Factory Acceptance Tests (vFATs), the availability of MyEmerson digital tools (to engineer solutions, manage installed assets, streamline procurement processes, access online training, and to identify relevant contacts with questions) at [Emerson.com](https://www.emerson.com), and the ability to support you, both technically and commercially, through remote collaboration and virtual meeting capabilities. We encourage you and your team to use these capabilities as much as possible.

We thank you for your partnership and are grateful for the trust you place in Emerson. We will strive to earn that trust each and every day.

A handwritten signature in black ink, appearing to read "Lal Karsanbhai".

Lal Karsanbhai
Executive President, Automation Solutions
Emerson

A handwritten signature in black ink, appearing to read "Sabee Mitra".

Sabee Mitra
Group President, Global Sales, Automation Solutions
Emerson