



**Emerson Commercial &
Residential Solutions**
Professional Tools North America

Greenlee Tools, Inc.
Ridge Tool Company
4455 Boeing Drive
Rockford, IL 61109

March 23, 2020

Dear Valued Customer,

Emerson's top priority is always the safety and well-being of our employees, customers, suppliers, including their families and the communities in which they live and work. In response to the Novel Coronavirus (COVID-19) development, some of our component suppliers and some Emerson manufacturing locations may continue to run at limited capacity. At some point, this may result in some disruption to our supply chain and our ability to ship product to our customers.

We are assessing the situation closely and are working to bring all production back online by executing contingency plans in an expedited manner. However, such measures and plans may be subject to adjustment depending on how the Coronavirus situation evolves going forward, and the impact on supply, production and logistics arising from prevention and control of measures implemented by various governments, and our partners and suppliers throughout the world, as well as policies that may be implemented independently by Emerson.

While we are monitoring our supply situation closely, it is very difficult at this stage to provide you with a tailored order/contract or dedicated risk exposure assessment, as the overall sourcing of certain parts is allocated at a central level to service our aggregate customer needs in respect of such parts.

We assure you that the topic is being given the highest priority within Emerson, including contingency plans related to transportation routes, and that you will be informed as soon as we identify any issue which would impact you.

We continue to expect that this situation will be temporary, and we remain fully committed to remedying this supply chain issue as soon as possible. We appreciate your patience.

Yours sincerely,

