



March 23, 2020

To: Our valued customers

RE: COVID-19 (coronavirus) Update

A lot has taken place over the last week throughout New York State, our country and the world. We have all been impacted in this fight against the COVID-19 pandemic. It will take each of us to fully cooperate and contribute to win this war – we all must do our part and every part is important!

New York State is now on 100% stay home government mandate for non-essential business/organizations to reduce and eliminate the opportunity for this virus to spread. ECR International's manufacturing facilities have been classified as **"Essential Business" and continue to operate during this state of emergency.**

The health and welfare of our employees and business partners is our primary concern and changes are in place to keep critical operations open and our employees safe.

ECR's COVID-19 EFFORTS:

1. ECR is following and supports all NYS Department of Health and CDC guidelines to ensure the safety and health of all employees, customers, suppliers and our communities
2. ECR is an "Essential Business" because we provide hot water products and services for space and potable water heating that are "essential" to life for residences of NYS, the country and Canada
3. In support of social distancing and reduction of human clustering mandates ECR is operating with the absolute fewest on-site employees while fulfilling our "Essential" role to society. All services remain operational at this time.
4. ECR and its' employees recognize the seriousness of the COVID-19 emergency and are actively in the fight to eliminate this threat to our society. Our employees are following all government health and safety directives in our workplaces, homes and communities. We are seeking to assist others in our communities where we can and to continue to have a positive impact as we have strived to do since 1928.

We will continue to pass along to all the best information we have and how we will address these everchanging challenges.

Be healthy and stay safe.
ECR INTERNATIONAL, INC.

A handwritten signature in black ink, appearing to read "Ronald J. Passafaro".

Ronald J. Passafaro
President and CEO

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