



To Our Harmony Enterprises Vendors, Customers, and Community,

Harmony Enterprises has the best interest of our customers, employees, and greater community in mind. The health and safety of everyone is our main priority. We are doing our part to help reduce the transmission of COVID-19. These are just some of the steps we are taking to protect everyone for the future.

- Our employees are following the guidelines set forth by the CDC.
- Throughout our entire office and production facility, we have increased our daily cleaning and self-cleaning routines, including more frequent handwashing and cleaning of equipment.
- Effective Monday, March 16th, Harmony Enterprises will discontinue all in-person meetings with customers, partners, and vendors. We now conduct all meetings through videoconferencing and telephone applications. This is effective through the end of April 2020.
- Effective Monday, March 16<sup>th</sup>, Harmony will no longer be offering on-site tours to schools, community members, or non-essential partners until further notice. We will not accept any unscheduled visits to our facility. This is effective through the end of April 2020.
- Harmony is restricting airline travel, and any non-essential business travel for 3-4 weeks.
- We are providing resources to allow for employees to modify work schedules, or work from home when possible.
- We are providing flexible scheduling for parents who must provide childcare for their children home from school.

What these changes mean to our customers and partners:

- We plan to continue to accept orders, manufacture, ship, and install equipment, while providing service to our customers. However, due to the fluidity of the situation, some of these items may be delayed. We will communicate with every partner to provide them with the best information and support available.
- Our customer service team is prepared to work with you to provide you with answers to your questions and help make the installation and service of your equipment efficient and safe for all involved.

Like every business, Harmony cannot predict how COVID-19 will impact our employees or operations during the coming months. What we can predict is that we have the best team of talented professional employees ready to serve you and our community in the weeks and months ahead. We appreciate your support during these unprecedented times. All these policies are subject to change as dictated by future events.