



6th April 2020

Dear Valued Customer,

We hope this communication finds you, your team and your families safe and in good health as we navigate through the uncertainties of the global pandemic. The contagion has posed unprecedented, challenging and uncertain times for people, organisations and the global economy. Governments across the globe are compelled to take severe measures for social distancing, with almost a two-third of the world population under some form of lockdown. These measures have totally disrupted business continuity for all of us.

In order to protect our employees from being exposed to the Covid-19 threat, we have deployed several measures that are upgraded periodically by the management in tune with the guidelines issued by various government authorities. We are compelled to cease all forms of air and road travel. All employees who can work remotely are already working from home. However, for the first time, our manufacturing operations across ten facilities in India have been suspended and the facilities abroad are operating at a considerably scaled-down pace. I am sure our sales teams who are unable to meet you in person are managing it through virtual platforms. Our service teams, though available 24 X 7 over phone/web, are unable to reach your location due to the travel restraint imposed by various governments.

Let me thank you for your continued cooperation and understanding in wading through these difficult circumstances. We encourage you to communicate more with us so that our organisation will be able to support you during the crisis as well as to reopen your operations once the lockdowns are withdrawn. Considering that all of us were unprepared to navigate through this massive crisis, we have tried our best to ensure that your critical operations are not stalled due to the unavailability of our solutions and services. We also thank you for taking care of our employees stationed at your location by providing them with necessary PPE and healthcare facilities.

As we wait for the situation to return to normalcy, we wish you a healthy and safe time and assure you of our commitment to stay connected, though distanced!

Regards,

M.S. Unnikrishnan
MD & CEO, Thermax