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Date: August 28, 2017
To: Goodman® brand COD Team
From: Jeff Underwood, Vice President of Marketing
Subject: Hurricane Harvey Impact on Customers

Many of you have been receiving updates on the impact that Hurricane Harvey has had on Goodman employees and its facilities via a variety of sources. That said, we wanted to use this Marketing Communications message to ensure that you have information to help answer customer questions. We will issue updates to this communication as additional information becomes available.

Are Employees Safe?

Managers have been checking in, on a regular basis, with all employees located across Southeast Texas and Western Louisiana. Most employees are safe, but some are sheltered in their homes while rain and wind continues and roadways remain closed. That said, a small number of employees have experienced flooding or loss of property. We are working to help provide affected employees with support.

What facilities are functional?

All Houston area facilities, including the Daikin Texas Technology Park, the Cooling plant and the 11th Street plant (formerly Furnace) appear to have minimal impact from the flooding. The facilities are set to begin full scale operations as soon as employees have the ability to safely return to work. The same is true of all Company Operated Distribution facilities and nearly all independent distributor facilities. In fact, the Corpus Christi branch is open today to help with emergency HVAC needs.

When Are Operations Set to Resume?

The current goal is to start all Operations, Logistics and Corporate functions across the greater Houston area on Wednesday morning.

What Impact Will This Have on Availability, if Any?

All Friday shipments occurred as scheduled and Fayetteville has increased shipping of DTTP product classes to supplement the shutdown in operations. The goal will be to quickly fill and ship any orders that were originally scheduled for Monday and Tuesday this week, but it will be heavily dependent on employees being able to safely return to work and shipping capacity returning to normal Houston. Diligent work is going on across all fronts to ensure this is possible.

Are We Doing Anything to Support Those Impacted by Hurricane Harvey?

Details around product support for homeowners that have experienced flooding will begin in the coming days and week. We will make sure to support our neighbors and community as we collectively recover from the storm and its damage. #HoustonStrong

Please feel free to this important information with your teams.