



1400 Toastmaster Drive, Elgin, Illinois 60120 • (847) 741-3300 www.middleby.com
Tim FitzGerald, Chief Executive Officer

March 24, 2020

Dear Valued Customer:

We wanted to inform you that Middleby is recognized as an essential business, and our manufacturing operations and customer service support are currently up-and-running. As we continue to navigate the uncertain times of coronavirus, we take seriously our important role within the foodservice industry, working with our partners who continue to feed their customers.

With recent shelter in place guidelines implemented across many states we wanted you to be aware that Middleby and its factories are considered essential business. The role we play in the commercial foodservice industry includes supporting restaurants, hospitals and grocery stores.

Plans are in place to ensure our manufacturing operations run as smoothly as possible. Our facilities are open and being consistently monitored for proper safety precautions. We have deep U.S. and global manufacturing resources and are confident in our ability to meet the needs of our customers.

Middleby brand service departments are responding in a business-as-usual fashion and available 24/7. For parts availability, we have an ample inventory in several locations.

We are dedicated to supporting our industry while taking the current health threat very seriously. If you have any questions, we encourage an open discussion during this time of uncertainty.

Sincerely,

A handwritten signature in black ink, appearing to read "Tim FitzGerald", written over a large, stylized circular flourish.

Tim FitzGerald