
Dear Valued Customer,

As you are aware, the coronavirus (COVID-19) has spread to many countries around the world and the World Health Organization (WHO) has declared the virus a global health emergency and pandemic.

Our immediate thoughts are with those who are immediately impacted while we are taking all precautions to safeguard the health, safety and wellbeing of our employees and their families, customers and business partners. As of March 13, none of our employees have been reported infected by the virus.

We take the situation very seriously. Given the current and developing health situation in the regions in which we operate, we are taking the following additional precautionary actions:

Remote Work: Employees who are in roles in which they can perform their responsibilities from home will work from home effective Monday March 16 through March 27, 2020 at which point the conditions allowing for a safe return to the office will be re-validated. All remote employees are equipped to work from home and remain committed to high service standards for our customers and partners.

Cancelled Market Events: We support the recent decisions of Light + Build, LEDucation and LIGHTFAIR to suspend or postpone their 2020 events. Cooper Lighting Solutions will not host any associated activities or events as it relates to these shows. We will continue to monitor the status of these and other near-term industry events and will keep you apprised if there are any new developments.

Production Modifications: As **previously communicated on February 12** we are working to minimize delays including prioritizing production scheduling and identifying logistical challenges with our suppliers, assigning a dedicated project team to identify impacted product and offer substitutions, and increasing the capabilities of our North American manufacturing facilities with locally sourced materials and components.

As an international company, it is our duty to take up our responsibility in helping to contain the issue. We have implemented travel restrictions to protect our employees and customers from exposing to risks related to the spread of the coronavirus (COVID-19). This means that we could be hampered in fulfilling our performance obligations under service arrangements if travel to customer locations is disrupted.

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The full impact remains unclear with regards to components supply, manufacturing and transportation and although we will be working to minimize the impact on the delivery of products and/or the fulfillment, we do expect continued disruption.

The virus outbreak, and the corresponding closures, slowdown and travel bans were unforeseeable events and are beyond our control. We therefore have no option but to treat it as a force majeure event.

The health, safety and wellbeing of our employees, customers, partners and their families is and remains our number one priority. We will continue to communicate with you about key developments. Please reach out to your Cooper Lighting Solutions sales representative should you have any questions or concerns.

Thank you for your understanding.

Best regards,

Joe Melchiors
Vice President, Sales



Ken Walma
VP/GM, Business Segments & Customer
Experience



Cooper Lighting Solutions



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