

March 31, 2020

Legrand | AV Customer Care and Operating Facility Update

As the situation with COVID-19 continues to evolve, we are proactively making decisions that are grounded in care for our customers and employees, while also doing our part to help slow down and ultimately stop the spread of the virus globally. I wanted to update you on recent developments with our customer care, technical support, and facility operations teams.

All of our U.S. based customer care and technical support teams are now working from home – more than 100 professionals in the U.S. alone. Outside of a few minor hiccups, the transition has gone relatively smoothly. Our teams across brands remain ready to answer your questions and help you with product and project inquiries. Support numbers and e-mail addresses remain the same.

Operationally, we remain focused on keeping critical products available to you. In all areas where there are statewide or local stay-at-home or shelter-in-place orders, we are operating under essential industry designations. In the U.S., Legrand | AV operates out of five primary manufacturing locations, and four additional distribution locations. While we are committed to maintaining our service and support during these times, we are also adapting and responding to local conditions. With that in mind, I wanted to update you on the status of one location, our Middle Atlantic Products facility in Fairfield, NJ.

Due to the rapid coronavirus spread in the New York/New Jersey metro area, we are closing this facility temporarily beginning today, Tuesday, March 31st. The facility will reopen April 6th. In the interim, we will work with you to support urgent orders through our other warehouse locations and distribution partners. Please call our customer care associates at 1-800-266-7225.

In addition, to reduce work-related social interaction by 20%, all of our other manufacturing and warehouse facilities will move to a four-day, 40-hour work week, and ship orders over these extended hours Monday through Thursday. This means orders placed on Friday will ship the following Monday for in-stock product. It is our intent to shift back to a standard 5-day work week as soon as practical to enable Friday shipments. We appreciate your understanding as we make this health-focused change in our operations.

Our US-based customer service and technical support teams remain available to serve and support you during our standard business hours Monday through Friday. Please continue to check our FAQ page at www.legrandav.com/COVID for the latest updates.

Thank you for your continued loyalty and support. We will continue to communicate as this situation evolves.

Sincerely,



Scott Gill, President, Legrand | AV