

Important Customer Notice

April 16, 2020

Dear Valued Partners,

As you may be aware, Legrand | AV has been working to resolve an IT system outage impacting our operations, including order entry and fulfillment. We sincerely apologize for any inconvenience this has caused.

Our teams have successfully brought some systems back online and are working around the clock on others. In the process of doing so we have determined that the outage of our AV SAP and associated network was the result of a systems shutdown by an unauthorized third-party. Once discovered, we immediately disabled all functionality to further secure the system.

This affects customer orders of the Legrand | AV brands that reside on this system. C2G & portions of Legrand's Data Power Center Division operate on a different version of SAP and were taken offline temporarily as a precautionary measure as we worked through the extent of the situation. This includes the C2G website and phone system. All other brands of Legrand were unaffected.

In addition to swiftly addressing the vulnerability, we have conducted a thorough assessment of the situation and want to provide you with an update and next steps.

Your Protection is Our Priority

Our priority is ensuring that customer data is secure and protected. The system in question does not hold any customer banking or financial information, so the likelihood of any such information being exposed in the public domain is extremely low. However, out of an abundance of caution, we'd ask that you follow commonly used data security practices such as strong passwords, two-factor authentication and proper procedures for ACH, wire transfer and bank account verifications on an ongoing basis.

Interim Order Fulfillment

Another top priority is fulfilling your orders. You can still connect with us via phone and email, but at present, our ability to complete shipments is limited. We are in the process of quickly implementing a number of interim work-around processes while we restore our systems from backup. Going forward, please check your email or go to www.legrandav.com/outage for updates on brands and services. For urgent orders, the best option to procure time-sensitive products is through our distribution partners. Our customer service and technical support teams are ready to help you locate a distributor if needed.

We apologize for this inconvenience and thank you for your patience and partnership as we work to bring systems back to full operation. We will provide additional updates and guidance shortly.

Sincerely,

A handwritten signature in black ink, appearing to read "Scott Gill". The signature is fluid and cursive, with a long horizontal stroke at the end.

Scott Gill, President, Legrand | AV