

Customer Communication

April 29, 2020

Dear Valued Partners,

I wanted to update you on the IT system outage that occurred on April 7, 2020 that impacted our operations, including our ability to accept and fulfill orders. I am happy to report that we are making significant progress getting our IT systems back online.

Through the dedication of our teams and the help of third-party experts, we are close to the finish line bringing our core AV SAP system and associated network up to full functionality. We sincerely appreciate your patience as we work across our brands and facilities to bring each back to standard daily fulfillment and shipping levels. There is one brand that is currently unavailable for orders or shipments: C2G. Beginning today, Wednesday, April 29th, we are delaying all C2G orders and shipments until Monday, May 4th. We have been manually fulfilling a limited amount of orders over the last 2 ½ weeks and need the next few days to bring C2Gs internal automated systems back online and facilitate the normal, historical volume of shipments. You can continue to find an updated listing of facility status by brand as well as background on the outage at legrandav.com/outage.

Our focus right now is on fulfilling orders received over the last three weeks. We have all hands-on deck working through order backlog. We want to thank our distribution partners for working with us through this challenging time by keeping products stocked and available for you where possible. As we continue to bring each facility up to standard operations, we encourage you to reach out to our distribution partners especially for those urgent or time-sensitive orders. Our customer

service and technical support teams are ready to help you with your order or locate a distributor if needed.

We again apologize for this inconvenience and thank you for your patience and partnership. We are thrilled to get back to business as usual, at least as usual as the global COVID-19 pandemic will allow. Please stay safe and healthy as we all navigate this new normal together!

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