



Powering Business Worldwide

March 5, 2020

Dear Eaton Channel Partner,

Recently, we shared an update with you on our business continuity plan in response to the novel coronavirus (COVID-19) health emergency. As the situation has continued to escalate, we want to remain transparent on our production progress. We understand there are questions about potential disruptions, and we are committed to addressing any concerns.

Our facilities in China have reopened and have been able to ramp up much faster than expected. In fact, we are approaching 90 percent staffing levels and expect to achieve 100 percent staffing within the next two weeks. We previously informed you that we are working to reduce supply-chain risks as much as possible, and we are continuing to do so by prioritizing production and working with our suppliers in the impacted areas to mitigate any potential supply shortages.

Our businesses will continue to work with you to communicate any lead time changes and potential shortages if necessary. Be assured we will partner with you to find specific solutions to minimize the effect on your business.

As more updates are available, we will share regular communications to keep you apprised of the production progress. If you have a specific question about an order, please contact your Eaton Care or Customer Service representatives as you normally would.

Related to this same issue, Eaton is currently evaluating our face-to-face internal and external training offerings scheduled over the next 60 days. We will be communicating directly with anyone registered to attend training that may be impacted by potential cancellations.

We appreciate your business and understanding during this global health emergency. The health and safety of everyone remains our top priority.

Sincerely,

A handwritten signature in black ink that reads "Jeff Krakowiak".

Jeff Krakowiak
Senior Vice President
Marketing & Commercial Ops, Electrical Sector

A handwritten signature in black ink that reads "Matt Cleary".

Matt Cleary
Vice President
N.A. Channel, Electrical Sector

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Powering Business Worldwide

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We provide energy-efficient, hydraulic, electrical and mechanical power more efficiently, safely and sustainably.

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