

General Statement Email

Dear _____

At Schneider Electric, meeting our customers' and partners' expectations is our key priority. We are monitoring closely the Covid-19 (Novel Coronavirus) situation and our task force is continually assessing and responding to changes.

We are working to minimize the impact on our global supply chain, focusing on:

- The safety of our employees and customers
- Coordination with our suppliers, including exploration of alternative sources of supply where needed
- Facilitating downstream transportation lines
- Rebalancing impacted global inventories
- Facilitating spare parts stock and delivery
- Leveraging our global manufacturing footprint to shift production where possible
- Securing airfreight capacity where applicable

In addition, we remain focused on the continuity of our field services for our customers. We continue to ensure that dedicated safety processes are in place, including availability of proper protective equipment (PPE) and our field service representatives follow the latest local health authority guidelines and regulations.

We thank you for your support as we work through this challenging situation and we are ready to collaborate as required on demand-shaping customer solutions.

Should you have questions on your specific order, please contact our [support center](#). We will provide additional updates and new lead times when applicable, as new information becomes available.

Title
Contact number
Email
Contact address