

July 20, 2020

Dear Schneider Electric Channel Partner,

As our world continues to experience unprecedented challenges due to the COVID-19 pandemic, we'd like to share an update on our efforts to service our customers. Schneider Electric places its top priority on the health and safety of employees. All of our North American plants are fully operational and complying with local government health guidelines to protect our employees.

Due to COVID-19, we experienced disruption previously at one plant producing the following products:

- QO/QOB and Homeline, two and three pole breakers
- QO/QOB and Homeline, Arc Fault Breakers, Dual Function and Ground Fault Breakers
- QOU, one, two, and three pole breakers

We recognize the disruption these delays have caused your business and your customers and are working to recover production levels as quickly as possible.

At this time, all plants and distribution centers are in full operation and we have ramped up fully to pre-COVID production rate, working overtime around the clock. While we have strong production and stock level for our high runner products, we continue to see longer than normal lead times on other products as we work through filling increasing market demands. **Once we reach 30% extra capacity, we should be able to start clearing the backlog and anticipate a full recovery by the end of the year.**

To supplement our production and avoid future disruptions, we have added manufacturing capacity in three existing plants in North America. This will increase production output, duplicate production locations and accelerate recovery. This action is critical in driving the incremental 30% capacity above pre-COVID production levels accelerating our recovery time.

We continue to monitor this pandemic and adjust to market demand swings. We remain committed to serving your needs and we greatly appreciate your patience, support, and partnership.

Sincerely,

Charles Buckley
SVP, National Sales

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VP, Channel Development

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