

Highland Heights, KY 03/15/2020

Note to our customers from Prysmian Group North America CEO Massimo Battaini

Dear Valued Customer,

Here at the Prysmian Group, we remain dedicated to managing our operations so that we can continue to serve you and avoid unnecessary disruption to our business during these uncertain times. We are closely monitoring the evolution of the **coronavirus (COVID-19)** spread in real time with the aim of preventing / minimizing impacts on **our people and operations**. In addition to following guidance from federal, state and local authorities, including the CDC and other health organizations, we have activated our own dedicated preparedness plan, including **facilitation of remote working where applicable**, the **limitation of access to our facilities and offices**, the implementation of an **extended travel ban** and **cancellation of company events**. Also, additional **hygiene and sanitation measures** have been adopted in all working areas.

Business Operations & Emergency Preparedness

While there are currently no interruptions to our normal business operations, our Business Continuity and Emergency Preparedness Teams have worked with all departments within our North America organization to put in place continuity plans to ensure operations continue including all aspects to support remote working for our sales / office locations. These plans have been developed and are current as of the 2019 / 2020 year. Our 23 manufacturing sites across the US and Canada help us provide a duplicity in supply for most of our product families.

Supply Chain

We understand that there is a potential impact to the global supply chain, but rest assured we are taking every precaution necessary to reduce or eliminate these risks. Globally and locally, we remain vigilant in reviewing on a weekly, and even daily, basis. As of today, we do not see any significant risk to our supply chain, even with the new developments of the logistical challenges seen around the globe. Of course, the situation is fluid, and we cannot predict what may happen the longer this health concern continues. We will, however, continue to monitor the effects of the virus on our global supply chain, including the potential impacts to Prysmian, and communicate to you as necessary.

Visitor Guidelines & Procedures

For the benefit of our employees and our visitors, all general visits to any Prysmian Group site or office by persons outside of the Prysmian Group North America organization have been suspended.

During this period, any and all meetings that can be conducted via phone, teleconference, Skype, WebEx, etc., should replace in-person contact.

Only site visitors critical to the operation of the site, such as truck drivers, equipment maintenance technicians, and witness testers, are allowed on site but must fill out the Prysmian Group visitor checklist approximately 2 days prior to their visit and be evaluated by authorized personnel against established criteria.

Site Cleanliness & Virus Prevention

Protective measures have also been implemented within our North America headquarters in Highland Heights, KY, with similar practices rolled out in our plants and other facilities in the region. Communal areas are being given extra attention during daily cleaning and have been equipped with disinfectant wipes and hand sanitizer. Additional hand sanitizer stations are being rolled out throughout our buildings for easier access when handwashing is not possible. And we continue to promote smart hygiene practices and ways to prevent the spread of illness (e.g., handwashing, social distancing, staying home when sick) to our employees.

We will continue to monitor this important situation and update you as the situation evolves. Please continue to check back to our [Prysmian Group North America website](#) for further updates.

Sincerely,

Massimo Battaini
Chief Executive Officer
Prysmian Group North America