

Highland Heights, KY 05/13/2020

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

Dear Valued Customer,

Since the beginning of the COVID-19 pandemic, we have been steadfast in our resolve to maintain the health and safety of our workforce while meeting the needs of our customers. Through the hard work and dedication of our associates, our 23 production facilities in the United States and Canada have remained fully operational throughout this crisis so that we may deliver our products to you.

We remain committed to following CDC guidelines for employee safety in our production facilities. This includes proper social distancing, the use of personal protective equipment (PPE), enhanced cleaning procedures, promoting personal hygiene and administering temperature checks of all employees. Due to these efforts, I'm pleased to report that less than 1% of our employees have tested positive for COVID-19. Out of caution, an additional 6% of our workforce has been quarantined, most of whom have already returned to work.

Despite the rigors of new safety protocols and the impacts of COVID-19, we have maintained production levels of more than 90% during this time. With that said, 90% is not 100%. And as a result, some of our production timelines have been impacted. Customers impacted have received communications throughout this process to mitigate any potential issues. Your business is important to us; please know that we are doing our very best to serve you during this difficult time. Please feel free to contact your Inside Sales Representative at any time if you have questions about your purchase order status.

We continue to monitor the effects of COVID-19 on our global supply chain, including the potential impacts to Prysmian and its customers. To date, we have not experienced significant risk to our supply chain in North America and around the globe.

On behalf of your team at Prysmian Group, I want to thank you for your business. Know that we remain dedicated to providing you uninterrupted supply with the highest level of customer service during this crisis and beyond. Please continue to check back to our [Prysmian Group North America website](#) for further updates.

Please stay safe,

Massimo Battaini
Chief Executive Officer
Prysmian Group North America