

# COVID-19 Update: Operational Status

March 24, 2020

To our valued customers,

As the COVID-19 pandemic continues to evolve, the Quebec and Ontario governments have asked that all non-essential businesses in both provinces close as of midnight today. They have since provided additional information, and specified that all companies producing inputs or raw materials necessary for essential services and activities must maintain their activities accordingly, taking into account public health directives. Given the products Leviton Canada supplies related to essential services, we are excluded from operating restrictions, and we will continue to operate.

I would like to reiterate that the health and safety of our employees is our top priority. We have implemented the following precautions for our staff to ensure we can continue to uphold our responsibility to you:

*Measures for office staff:*

- Most of our employees are working from home
- All business meetings with customers, agents, and others are being done by videoconferencing or by telephone.

*Measures in the warehouse:*

- Increased frequency of regularly scheduled cleanings and sanitization of our warehouse, especially in highly trafficked and touched areas (doorknobs, light switches, computers, lift trucks, lunchroom area, etc.)
- Employees packing your orders are wearing disposable gloves
- Social distancing rules are applied at all times
- Antiviral products, such as hand sanitizer, are available to employees
- Employees are regularly reminded about the hygiene practices they should adopt to prevent the spread of the virus, specifically frequent handwashing

In addition to implementing these preventive measures, we are making every effort to continue to serve you well and meet your needs while ensuring everyone's safety, and we will continue to monitor the situation carefully as it unfolds and adjust our processes accordingly.

At this point, we are closely monitoring our supply chain in order to minimize any disturbance to your business. We are in daily communication with our factories around the world and will keep you informed about the latest developments.

We also wanted to take the time to thank you for your continued loyalty and support. Between our incredibly dedicated team working their hardest to get your orders out as quickly as possible, and our extremely loyal customers, we will continue to support each other and get through the situation one day at a time.

Stay safe!  
Best Regards,

A handwritten signature in black ink, appearing to read "Jean Belhumeur".

Jean Belhumeur  
President and Chief Operating Officer  
Leviton Canada