

Highland Heights, KY 03/26/2020

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

Dear Valued Customer,

Prysmian Group remains dedicated to managing our operations so that we can continue to serve you and avoid unnecessary disruption to your business during these uncertain times. We want to assure you that we understand that the industries we support are life sustaining businesses, and therefore, essential to the critical infrastructure of our regions and communities. While keeping the health and safety of our employees as the top priority, our goal is to continue operations as long as we can do so safely.

We are monitoring the U.S. Department of Homeland Security Cybersecurity & Infrastructure Security Agency's (CISA) identification of essential critical infrastructure and recognize that our employees are necessary for the manufacturing of materials and products needed for transportation, energy, communications, nuclear facilities and the defense industrial base.

Supporting operation of the electrical grid—while always crucial—is more important than ever during this crisis given the critical role of reliable power and communication infrastructure to our healthcare, communications, and public safety operations. Likewise, we provide emergency communications sustainment to critical communications infrastructure facilities necessary to ensure first responder, emergency responders, public messaging, and 911 communications. Our products are also vital to the transportation infrastructure and defense systems, which also become increasingly important as our nation engages the National Guard and first responders in fighting this war against the Coronavirus.

We have implemented measures, incorporating those recommended by the World Health Organization and the Center for Disease Control, to increase safety at our plant locations including the facilitation of remote working for all employees non-essential to plant operations, where applicable, access limitations to our facilities and offices, implementation of a business travel ban and cancelation of company events.

Every employee still on site is fundamental to keeping our manufacturing running, so we've also implemented additional hygiene and sanitation measures in all working areas, with extra attention given to communal areas, and other measures to promote social distancing in the workplace, as well as insisted any employee who has any symptoms of the flu or the Coronavirus stay home. We know it is crucial that we take every measure to keep those necessary to lead and execute production safe and will continue to look for more ways to do so.

While there are currently no interruptions to our normal business operations, our Business Continuity and Emergency Preparedness Team has worked with all functions within our North America organization to put in place continuity plans to ensure operations continue, including Plant preparedness plans. We are also currently assessing the products produced in each North American facility based on the CISA guidance of essential businesses to ensure we have the proper reporting for local authorities as the situation evolves.

We are not experiencing any significant delays. While we work on keeping your orders on schedule, we ask that you do not order more than you need out of any fear of production or shipping delays, because we do not expect any at this time. We will continue be transparent with you, and we ask you to be transparent with us, so we can make the best decisions together.

Like most companies, we will experience adverse financial impacts as a result of the COVID-19 virus, so while we work hard to maintain an uninterrupted supply of product, we ask you to maintain uninterrupted receipt and payment for products and that you pro-actively notify us as far in advance as possible to work through any delays. We will do our best to accommodate changes to your scheduled production.

We thank you for your support throughout this situation and encourage you to send any supportive content, including transport letters.

We will continue to follow guidance from federal, state and local authorities, including the CDC and other health organizations, and activate our own dedicated preparedness plan. 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