

April 16, 2020

Dear Customer,

This message is to update you on Eaton's response to the COVID-19 (novel coronavirus) global health emergency with respect to business continuity. As you may already know from media reports, the situation is dynamic and the number of people contracting the virus has increased globally. Our company's first focus has been and remains the health and safety of our employees, customers, suppliers and the public.

Social distancing requirements, local government restrictions and notifications from customers and suppliers regarding the suspension of activities are having a significant impact on operations at some of our manufacturing sites. As a result, we've made the difficult decision to temporarily halt production and close our manufacturing location in Tijuana, Mexico, effective April 16, 2020, at 11 a.m. local time. We feel this is the right decision to protect our employees, customers and communities in these areas as well as the future of our business.

Our goal is to resume full operations as quickly as possible while ensuring a healthy and safe environment for all. In the meantime, we will strive to provide as much business continuity as possible while the production site is shutdown. The COVID-19 pandemic is constituting a Force Majeure event, which results in the suspension of the execution of our respective contractual obligations. We are closely monitoring the situation and addressing our customers' needs on a case-by-case basis. Please continue to reach out to your usual sales contact(s) if you have questions or concerns.

Thank you for your patience as we all navigate through this unprecedented global health crisis together.

Best Regards,

