

UPDATE: Business continuity among Coronavirus concerns | [View this email online](#)



*Powering Business Worldwide*

March 18, 2020

Dear Eaton Channel Partner,

As the global health emergency related to the novel coronavirus (COVID-19) continues to escalate, we want to update you on our business continuity plans related to our teams' availability to meet with or provide service to you and your customers.

Like most companies, we have put in place travel restrictions and health screening measures for travelers from risk zone areas across the organization and throughout our locations. If you or your customers require assistance with a specific service-related issue, we will work with you to address it while being mindful of any local government travel restrictions in addition to our own.

This remains a fluid situation, and we're coordinating closely with local and state/country governments and following governmental and health authorities' guidelines, which vary by location. In addition, we continue to network with our industry peers and industrial consortiums to ensure our actions are consistent, protective and forward looking.

As we have recently communicated, our businesses will continue to work with you to communicate any production lead time changes and potential shortages. Be assured we will partner with you to find specific solutions to minimize the effect on your business. If you have a specific question about an order, please contact your Eaton Care or Customer Service representatives as you normally would.

We appreciate your business and understanding during this global health emergency. The health and safety of everyone remains our top priority.

Sincerely,

A handwritten signature in black ink that reads "Jeff Krakowiak".

**Jeff Krakowiak**  
Senior Vice President  
Marketing & Commercial Ops, Electrical Sector

A handwritten signature in black ink that reads "Matt Cleary".

**Matt Cleary**  
Vice President  
N.A. Channel, Electrical Sector

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We provide energy-efficient, hydraulic, electrical and mechanical power more efficiently, safely and sustainably.

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