

May 6, 2020

Dear Channel Partner,

As the global pandemic continues to impact economies around the world, we want to provide an update on recent developments in our business.

First off, our production facility in Juarez, Mexico is in the process of slowly ramping up. The plant continues to address health and safety precautions as defined by our company and local government agencies; however, we have been able to open with a reduced workforce. We will continue to monitor this dynamic situation as the Mexican government may consider applying further restrictions.

Secondly, our customer service and operational teams are working diligently to match available production capacity and inventory to satisfy our customer demand. To that end, we are implementing a revised expedite process to ensure we address critical line down situations. The change in process is to eliminate the complexity and confusion that happens when our plant team receives priority from multiple directions.

- **ALL** expedites will require a priority form to be submitted by a Bussmann sales representative. No action will be taken unless information is received up front.
- Expedites will be reviewed twice a day by a prioritization team made up of our leadership team managing product management, operations, supply chain, and customer service.
- Our customer service team will respond to your expedite request in 24-48 hours.

In addition to the expedite process, Bussmann has also implemented a temporary order review process to ensure product is being distributed with proper prioritization. The products included in the review will vary based on current inventory positions. You can expect that Customer Service may contact you to discuss adjusting order quantities to a maximum of 2 weeks supply based on a rolling monthly average over the past year. The remaining quantities will be backordered and filled as product becomes available. Once inventory levels are restored, the review process will be removed.

As we ramp up our staff and materials in the Juarez plant, we will be focusing on critical orders that we have the materials to build. Please be assured that we are doing everything we can to work through disruptions. Your business is important to us, and we thank you for your understanding as we all manage the changing nature of the global crisis caused by COVID-19.

Sincerely,

Molly Jenks
Vice President of Sales
Bussmann UL Division

Matthew Mohr
Customer Service Manager
Bussmann UL Division

Joe King
Director, Channel
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