



December 9, 2020

To Our Valued Customers and Distributors:

Since the beginning of the pandemic, Phoenix Contact has been vigilant to ensure that our business operations are safe, and our global supply chain remains stable. As we see a second wave of the virus develop, Phoenix Contact continues to act responsibly to keep employees safe and continue to safely deliver products and service to our customers and distributors with minimal disruption.

Globally, Phoenix Contact established a task force at our headquarters in Germany to implement procedures, monitor the pandemic, and ensure safe practices within our operations. Since March, it has been mandatory at all Phoenix Contact locations to wear face masks, observe social distancing, and follow hand washing rules. Any office worker not required to be on site has been working remote and will continue to do so until it is safe to return to an office environment. To protect the primary production and logistic facilities, employees at Blomberg, Bad Pyrmont, Paderborn, Lemgo, and Schieder facilities have access to in-house testing to allow for quick test results and action. This process along with other procedures continues to prevent any outbreaks in our global facilities.

At our US production and logistic facilities in Harrisburg, PA we have utilized the guidance of the CDC and OSHA to develop our safety practices throughout the pandemic. Additionally, we have implemented strict policies and protocols for visitors and on-site workers that follow the orders of the Pennsylvania DOH and the Governor's office. We will continue to follow and meet or exceed these standards until we are all safe from the virus.

As a result of these procedures both globally and locally, Phoenix Contact is confident we will remain a safe, trusted partner and will be able to continue to operate safely and deliver through these uncertain times.

From everyone at Phoenix Contact, I want to thank you for allowing us to serve you and for placing your trust and confidence in us.

Best regards and be well!

Kevin A. Zak  
Vice President and General Manager  
Phoenix Contact, USA

1-800-888-7388 x3819  
704-578-1720 (cell)  
[kzak@phoenixcontact.com](mailto:kzak@phoenixcontact.com)