



*AutomationDirect*  
*Supply Chain Update – COVID-19 Outbreak*  
*May 18, 2020*

AutomationDirect is paying close attention to the fast-changing news regarding the spread of COVID-19 (Coronavirus) around the globe. As a result, we are continuing frequent communications with all our suppliers to gain information on the potential effects on our supply chain as quickly as possible.

At this time, we expect to continue to have our normal high levels of product availability to fill customer orders immediately and in the coming months. AutomationDirect carries a significant amount of inventory on hand, and we have additional flow of product in transit from our overseas international suppliers. Most of our suppliers also carry significant inventory amounts of either finished goods or raw materials which helps keep supply continuing without issues. However, some of our suppliers are currently reporting partial supply disruptions caused by work stoppages, resumption of work with partial staff, transportation restrictions, and material shortages. We are continuing to gather details in these instances to assess the effect on our inventory levels, but we still do not expect a significant impact overall.

Since March 16<sup>th</sup>, a number of local, state, and national governments have declared various types of “shelter-in-place” and “stay-at-home” mandates in an effort to prevent spread of the virus. As a result, several of our suppliers halted operations, which includes shipping products.

AutomationDirect generally has sufficient stock in our warehouse to cover for a lack of delivery from vendors experiencing issues related to COVID-19 in the short term, however we do expect to sell out of **some** items in the following product groups as a result of these interruptions, and estimated replenishment dates are not certain:

- DURApulse GS3, GS4 series drives
- AcuAMP current switches, transducers
- SureStep steppers
- Fuji Electric pushbuttons, indicator lights, selector switches, surge suppressors
- Marathon motors (including stock and direct ship models)
- Edison fuses and fuse blocks
- Koyo TRDA-25 series encoders
- Flowline ultrasonic liquid level sensors, switches
- Rhino Power Supplies

- Eaton photoelectric sensors, limit switches
- Igus continuous flexing cable
- IEC limit switches
- Wera tools
- SureMotion timing belts, pulleys
- ZipPort multi-wire connector accessories
- GS fuses

We continue to assess the impact of these interruptions with the appropriate suppliers and will update this statement as more is learned. Please check our online webstore or contact our customer support team if you need detailed information about quantities available for specific items. Once operations resume with these vendors, we will expedite shipments to fill any potential customer backorders as quickly as possible.

The State of Georgia has provided Covid-19 requirements and recommendations for businesses operating within the state. AutomationDirect's facilities are located in Georgia, and our logistics team continues to operate on-site as a workforce to support "Critical Infrastructure". Customer shipments and supplier deliveries continue to be processed as normal using recommended health and safety practices. AutomationDirect remains fully open for business with all our teams ready to serve you, including customer support, technical support, webstore support, and accounting. As always, you can contact us online, by phone, or by email.

For customers located in areas with "shelter-in-place" and "stay-at-home" mandates, there may be restrictions in shipments or deliveries as AutomationDirect does its best to comply with local laws regarding essential business and as carriers change their policies. Because of the many ways in which our products are used to support critical equipment and services, AutomationDirect is considered an "essential business" as defined by the Essential Worker Functions under the Cybersecurity & Infrastructure Security Agency (CISA), which many states are using within their guidelines. To ensure compliance, please check your state's documented executive orders. Also, before placing orders with AutomationDirect, make arrangements to have employees on-site to receive the product. Because of potential delays in transit, you should follow carrier tracking to see the latest delivery status.

Please be assured that AutomationDirect will minimize any disruptions in the flow of product within our supply chain, to the best of our ability. If we receive information from our suppliers that would cause us significant concern about our ability to fulfill orders for specific products, we will take steps to proactively contact active customers of those affected products.

While AutomationDirect is not able to fill out individual surveys or respond to individual reporting portals due to the volume and variety of these requests, we will continue to monitor this situation and update this statement at least weekly until the outbreak subsides.