



***AutomationDirect
Supply Chain Update
October, 2024***

AutomationDirect is paying close attention to events that are currently affecting our supply chain. Most importantly, two new incidents are of most concern:

- The strike of approximately 45,000 dockworkers located in 36 ports on the eastern coast of the US
- Hurricane Helene, affecting transportation routes in parts of the southeastern US

These events can affect both direct suppliers of AutomationDirect as well as secondary suppliers deeper into the supply chain. We will continue to monitor these situations and work with our suppliers and transportation providers on methods to reduce the impact on shipments and deliveries.

Although AutomationDirect continues to hold a significant amount of inventory overall with additional amounts in transit, these disruptions will likely lead to some depleted stock among various individual items and product lines. Changes to backorder expected ship dates will become more common as information changes within the entire supply chain.

Please be assured that AutomationDirect and our valued suppliers consider product availability as one of our highest priorities for our customers. We will minimize any disruptions in the flow of product within our supply chain, to the best of our ability. These are just some of the actions we are taking as countermeasures:

- expediting deliveries via air freight to avoid lengthy sea transportation
- evaluating delivery of ocean freight to alternate ports in North America
- placing additional orders with suppliers to sustain stock levels
- prioritizing timing of manufacturing and shipment of the most critical items

Please check our online webstore or contact our customer support team if you need detailed information about quantities available for specific items.

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 regularly until normal business conditions resume. We thank you for your patience while we work through these challenges.