Customer Statement

Schneider Electric Security Statement Regarding the Heartbleed Vulnerability

Schneider Electric regards the security of our customers' systems as of paramount importance. We are actively working on the identification of products that may be affected by the Heartbleed OpenSSL issue, which is a posted publicly known vulnerability affecting certain versions of the OpenSSL cryptographic software library. To this end, we have assembled an internal task force across our business to investigate which, if any, Schneider Electric products are affected by this issue.

Please be advised of the following:

- Schneider Electric has an official cross functional and cross business process for dealing with the proper handling of such security disclosures;
- Specific discoveries will be announced in a responsible manner, with suggested remediation steps on our website;
- In the interim, we recommend Internet access to ICS/SCADA devices be limited per best practices of "defense in depth" as feasible;
- We will disclose specific product issues if discovered, in a manner that gives the customer the time, instructions and resources to remediate.

Per established incident response process, we will continue to provide further guidance, updates and reports, as the investigation progresses to our official Cyber Security Support Center:

http://www2.schneider-electric.com/sites/corporate/en/support/cybersecurity/cybersecurity.page

Schneider Electric recognizes that the global threat environment is constantly changing and is committed to helping our customers protect the security of their installations.

Schneider Electric strongly recommends customers take note of the actions recommended, to test such actions or patches on non-production systems as able, prior to deployment into production environments. This approach is recommended in order to minimize risk and exposure to announced vulnerabilities.

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We strongly encourage our customers to register their products with us, as to allow the most direct path of communications for information and updates.

In the interim, if you have any specific questions regarding this issue, contact the Schneider Electric Customer Care Center located at: www.schneider-electric.com.

For more technical details on the vulnerability please see the following resource:

https://ics-cert.us-cert.gov/alerts

About Schneider Electric

As a global specialist in energy management with operations in more than 100 countries, Schneider Electric offers integrated solutions across multiple market segments, including leadership positions in Utilities & Infrastructure, Industries & Machines Manufacturers, Non-residential Buildings, Data Centres & Networks and in Residential. Focused on making energy safe, reliable, efficient, productive and green, the Group's 150,000 plus employees achieved sales of 24 billion euros in 2013, through an active commitment to help individuals and organizations make the most of their energy.

www.schneider-electric.com

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