**Possible responses to customer questions about supply chain/business/service continuity**

**[PLEASE BE SURE TO ONLY INCLUDE STATEMENTS THAT ARE ALIGNED WITH YOUR ACTUAL PRACTICES]**

We are sensitive to concerns about the coronavirus, COVID-19, and the potential to impact our team members, your team members and the flow of work between our organizations. As such, we are doing everything we can to appropriately balance maintaining business operations while also protecting our team members, customers, and the communities in which we do business from the risk of illness. We are closely monitoring the situation and continue to adjust our guidelines based on the latest information from the World Health Organization (WHO), Centers for Disease Control and Prevention (CDC), U.S. Department of State, and the local governments in countries where the outbreak is occurring.   
   
**PROCUREMENT STRATEGY**

By adopting a forward-looking purchasing strategy based on multiple sourcing, we have minimized the risk of bottlenecks in the supply of parts for our equipment. However, we cannot completely rule out the possibility that delays may still occur.  
   
**DELIVERIES TO OUR CUSTOMERS**

During this challenging and unpredictable time, we remain as committed as ever to providing outstanding customer service to meet your expectations. That includes honoring all delivery and shipping commitments. This commitment, however, is dependent upon a number of factors outside of our control including, but not limited to, regulations and restrictions enacted by the relevant authorities with jurisdiction over each part of the supply chain. Additionally, we are confronted with restrictions in air traffic and sea freight, resulting in flights being cancelled or delays in customs clearance. Consequences of this reality include capacity bottlenecks at our logistics partners – which in the worst-case scenario can also lead to delays in transport. Nonetheless, we are actively working with all of our supply chain and logistics partners to minimize the consequences of these potential complications.

**If you have any questions about your current project status or the status of planned or already dispatched shipments, please reach out to your [insert business name] point of contact for a specific update.**

**SANITIZATION OF OUR PARTS & EQUIPMENT**

**We are taking utmost care to keep your facility free of any unknown exposure views equipment and parts by adhering to a strict protocol of, just prior to packaging, spraying all external surfaces with disinfectant and then wiping dry. Our team members who are carrying out this activity are wearing the required Person Protective Equipment for this task, consisting of a FP3 mask covering the nose and mouth and clean latex or latex free disposable gloves. Immediately following the sanitization step, the equipment or part is wrapped in protective plastic packaging and placed in the appropriate shipping container.**

**SERVICE TECHNICIAN SUPPORT**

We are doing all we can to ensure that onsite visits to our customers are as reliable as possible. Our global field service team is ready and prepared to support customers within their region, as long as government-mandated travel restrictions do not prohibit their travel. All of our service technicians have been following CDC illness-prevention guidelines and are monitoring their temperatures daily. In some instances, remote online communication with a technician or remote machine diagnosis may alleviate the need for an onsite technician. If new restrictions require us to adjust our service plans in the future, we’ll share those new plans immediately.

**Please be assured that we are paying careful attention to eliminating any direct human contact with the equipment or spare parts, as is reliably possible.**

**For more detailed information, please reach out to your [insert business name] point of contact.**