

## ANNOUNCEMENT



# COVID19 and Ascom

**Date**

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**From**

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Marketing Director

**Issued by**

Adam Jaffe  
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**Subject**

Information on COVID-19

We are committed to supporting our customers in this challenging situation. Ascom has contingency plans in place, and we want to inform our customers as well as possible.

**Personal health and safety of our employees and business partners is our highest priority and lies in our responsibility.** We offer all appropriate options to our employees and business partners in order to maintain the highest possible level of safety for all. We are committed to supporting our customers, suppliers, partners and employees in this challenging situation and have a business plan for both its global and regional objectives. **This plan includes business continuity, supported by clear accountabilities, methodology, escalation and communication chains for crisis management.** In addition, we adhere to the facts and advice stated by the Australian Health Department and comply with their rules for infection control.

We are closely monitoring the situation, and we are securing stock through close collaboration and daily review between Ascom and our suppliers. **At the moment, we see no impact on expected customer deliveries and hope to be able to handle the situation in the future.**

**Customer visits**

- Ascom is not stopping any customer visits unless advised by the customer or local authorities to do so.
- If customers or other business counterparts have implemented guidance or processes to avoid the spreading of COVID-19, we follow these rules.
- We advised our employees to stop handshakes and to keep a distance of a minimum of 2 meters to other persons.

**Customer care**

- The impact of customer care is limited as long as remote access to installations is guaranteed. We are set up for remote access to our VPN for all relevant staff, and have capabilities for remotely troubleshooting customer installations, should this be required.

Yours sincerely

Marketing Director

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