



March 26, 2020

## A MESSAGE TO OUR CUSTOMERS

### Our response to COVID-19

To: Our Valued Customers

Sensia has been closely monitoring and evaluating the impact of COVID-19. We have acted in a decisive way to protect our people, our customers and our business operations. We are listening to our customers about their risks and concerns to understand how we can help them navigate the challenges they are facing. We continue to assess this dynamic situation and its impact daily.

As you focus on keeping your teams, families and loved ones healthy and safe during this challenging and stressful time, know that we are here to support you in maintaining your business continuity.

#### Actions we have taken

- **Managing Our Manufacturing:** We have business continuity plans in place for our manufacturing locations and other facilities to ensure we can continue to meet the dynamic needs of our customers. We continue to monitor the situation closely and as needed are redistributing resources and operations without compromising the safety of our employees.
- **Managing Our Supply Chain:** Our team continues to monitor the end-to-end extended supply chain and take proactive steps to secure supply. These actions include regular engagement with key supply partners, securing secondary sources for core components and regular evaluation of inventory levels. We also continue to evaluate contingency plans throughout the network.
- **Ensuring the safety of our Customers:** To ensure the safety of our customers and employees we are following the local and federal government guidelines as well as where applicable limiting visitors to Sensia facilities to business essential need only, and we are encouraging people to conduct meetings and discussions virtually. For business essential visits, visitor screening guidelines are being applied to prohibit visitors who are ill or have traveled to restricted locations within a certain time period.
- **Ensuring the safety of our employees:** We are closely following local and federal guidelines at our facilities World-wide. We have taken additional measures and Employees in office locations in geographies where there are a large number of reported cases have been mandated to work from home or continue to work from home, as appropriate. This

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helps reduce the spread of the virus. We have directed any employee feeling ill or with any flu-like symptoms to stay home and seek medical attention immediately. Our global HSE teams monitor and track all our employees in all locations so we can support and take whatever actions are needed as quickly as possible.

- **We have activated an Emergency Response Plan:** This plan sets forth roles and responsibilities within Sensia and directs our teams' response, including implementing appropriate cleaning and disinfecting processes for work areas and equipment. The plan also provides guidance to employees on good safety practices as outlined by organizations such as the CDC and puts in place travel and visitation restrictions to protect our employees and minimize the spread of the virus.

### **We are all in this together. How can we help each other?**

- **If you have critical needs:** Continue to work with your local Sensia representative and let us know where we can help your immediate needs.
- **Resources and contact information:** Our global team is ready to assist you.
  - We will proactively communicate to specific customers if there are project delays.
  - If monitoring and maintenance of critical applications, assets or Infrastructure become a challenge for you, we offer remote monitoring and administration services to help minimize your risk of downtime.

Together, we will navigate this tough situation with a focus on safety while taking care of each other, our customers and our communities.

We call our culture 'OneSensia'. This is never more true than it is today. We consider all of our customers part of our Family. We stand ready today, tomorrow and in the future to support and deliver our products, services and solutions.

Don't hesitate to contact us if you need anything.

Yours sincerely,



**Allan Rentcome**  
Chief Executive Officer