



February 04, 2020

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Dear Valued Customer:

As you may be aware, the governmental authorities in the People's Republic of China have undertaken drastic measures – like the suspension of public and inter-province transportation, including the closure of highways, train stations and airports – in order to curtail the expansion of the novel coronavirus. Furthermore, the State Council of China has ordered that the New Year Festival holiday be extended at least until February 9, 2020 in the majority of provinces. Due to the impact of these measures to Bosch as well as to the production and delivery schedules of our sub-suppliers, we anticipate some delays in our deliveries.

Currently we do not expect significant delays of customer deliveries. We do carry buffer stocks throughout our supply chain on finished good and component level. The impact to supply will be dependent on the extent/duration of the China quarantine. While we cannot anticipate duration and impact of the outbreak, Bosch is doing everything in our control to ensure our customers receive quality products in a timely manner.

As a globally operating company, epidemic and pandemic risk scenarios are an integral part of Bosch's continuous risk planning. Accordingly, Bosch's business operations are continually adapted to mitigate potential impacts.

Please work closely with your customer service/logistics specialist to receive current, up-to-date information on any specific orders or projects you have in question. Bosch Customer Service can be reached at 800-289-0096, option 3.

Best regards,  
Amy Cronin  
Director of Regional Logistics – North America  
Bosch Security and Safety Systems