

Given recent developments of the coronavirus COVID-19, we wanted to provide some information on how ABB is responding to the situation.

ABB is constantly monitoring the pandemic situation around COVID-19. In line with governmental measures taken to contain the spread of the virus, we have made appropriate work arrangements and implemented precautionary travel restrictions. This also includes that everyone at ABB is avoiding any non-business critical travel. We are also following applicable national health services regulations and WHO guidance.

The health and safety of our employees, customers and partners remains our number one priority and we are working hard to assess and mitigate any risks.

We have taken various internal preventive and protective measures in accordance with ABB's crisis management and business contingency plans. Accordingly, we have established different scenarios which are ready to be activated, when and where necessary.

In this context, we are asking anyone for health and safety reasons, not to enter any ABB premises, if they have been in one of the current COVID-19 hotspots in the last 14 days, have been in contact with someone who may have been exposed to the coronavirus or have a fever and/or flu-like symptoms at the moment. This applies to ABB employees, customers and partners.

Another measure is our case management, from suspected to confirmed. This approach is proportionate and conducted in compliance with the regulations of the country. There are several actions, ranging from self-isolation, contact tracing to hospitalization.

If you have questions about your specific projects, the most up to date information will always be available from your project or order managers. If the larger situation changes or new information becomes available, we will inform you.

We are currently re-evaluating planned site activities for the next few weeks in many different locations depending on the degree of risks to all the people involved in the activity due. Specifically, we are looking at:

- The risk of contagions in public areas, as well as following the recommended guidelines from government and local authorities. We are limiting the exposure of our employees to airports, taxis and any other public transportation that currently increase the risk to our employees and others; and
- Governmental decisions about closing of restaurants and hotels in COVID-19 affected areas which make it impossible for our personnel to work in that area.

At this time, based on the above factors and due to the high risk of the rapid spread of COVID-19, we are on a contract by contract basis deciding whether to cancel and postpone the service and support at our projects. In the event we do so, we have created a technical team to support you remotely by phone and video calls to address the most urgent technical needs that you have. Please let us know if you have any questions and we will do our best to answer them.

We would like to reassure you that we are adapting our operations to meet the challenges of the current situation to continue to meet your needs and maintain supply of our products and services considering the extraordinary circumstances created by the coronavirus situation.

We very much value your understanding in this matter. We are here to help and support you and will keep you informed of any possible impact to deliveries. Please contact me directly if you would like to discuss any concerns you might have.

In the US, monitoring of the situation is ongoing to make sure we have the right risk assessment and proportionated mitigation measures in place. We have adopted all measures indicated by the local authorities, as well as additional precautionary measures and preventive actions aimed at minimizing risks related to COVID-19 and making sure that we keep our people safe, but also securing smooth operations. This includes precautionary measures for our business travelers and ABB premises in the US.

In addition, we encourage employees to work from home. At the moment, substantially all production sites in the US and Canada remain operational.

Kind regards,  
Carl Tuch