



27 March 2020

Dear Valued Customer

ABB response to the coronavirus (COVID-19)

Given the recent developments of the coronavirus COVID-19, we wanted to provide you with 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. We are following the applicable national health service 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 activate, 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 contact with someone who may have been exposed to the COVID-19 or have a fever and/or flu-like symptoms at the moment. This applies to ABB employees, customers and partners.

We would like to reassure you that we are adapting our operations to protect the safety of our employees while at the same time ensuring business continuity. We are committed to supporting you during this difficult time.

Please contact your nominated ABB contact or account manager for any specific order or supply enquires, or contact me directly if you would like to discuss any concerns you might have.

Kind regards

A handwritten signature in blue ink, appearing to read 'Mario Macri', is positioned below the 'Kind regards' text.

Mario Macri
National Sales Manager
Electrification business
ABB Australia