

Dear customer,

We have been closely monitoring the Coronavirus (COVID-19) pandemic, and following the most up-to-date advice from the World Health Organization and local authorities.

ASSA ABLOY Entrance Systems, a global leader in automatic door and docking solutions with 12,000 employees, sales companies in more than 40 countries, and distribution all around the world, is taking the Coronavirus situation very seriously. We are focused on two key goals: prioritizing the safety of our customers, employees and partners, and providing continued, best-in-class service to our customers.

International travel ban

ASSA ABLOY has strengthened travel restrictions, and all international business travel is currently prohibited. These travel restrictions apply until March 31 and will then be re-examined.

If employees have travelled to, from or through any known high risk areas, they must stay away from our premises, and our customers and partners for 14 days – no matter whether they have symptoms or not. In countries where local authorities have advised us to do so, we have asked our employees to undertake only business critical travel and replace in-person meetings with virtual meetings, when this is possible.

All events hosted by ASSA ABLOY will be reviewed based on location and time to assess any risk to employees, customers and partners, in accordance with local health authority guidelines. We will update customers as and when there are further developments.

Recommendations to prevent infection

In line with World Health Organization recommendations, we have provided our employees with information on how to protect themselves and others against the spread of the virus:

- Frequently wash hands in running water and soap, or sanitize hands with alcohol rub and avoid touching the face.
- Do not greet each other by shaking hands.
- Avoid crowded places especially within a closed and confined space.
- Keep two meters distance from other people. We have been adapting our office spaces to ensure this is possible for our employees.
- Cover mouth and nose with inner part of elbow when sneezing and coughing. Afterward, wash your hands (or use alcohol-based sanitizer).
- Use digital meetings wherever possible.

- Increase cleaning frequency, with extra focus on wiping handles, light switches, elevator buttons and other places often touched by employees and visitors.
- Employees who have symptoms or suspect they might be infected, must stay at home and call the local health authorities for advice.
- We have been following local authority guidelines closely and communicating the latest advice to our employees on a country level, which includes working from home and avoiding public transport in countries where this is recommended.

Business Continuity

All ASSA ABLOY premises are subject to local health authority guidelines and actions to contain the spread of COVID-19. All offices have remote worker capabilities should a location be placed under quarantine.

We are continuously assessing the business continuity and preparedness plans of our local sites and also our third party partners to reduce the risk of any disruption to our customers due to a virus outbreak.

Thank you for your understanding and continued support.

Kind regards,

Christopher Norbye
EVP and Head of ASSA ABLOY Entrance Systems Division