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Dear valued customers:

I'm reaching out today to let you know how Siemens is handling the COVID-19 pandemic. We have a global and US-specific task force to continuously monitor the impact of COVID-19. We are evaluating all new developments and determining measures to protect the health of our employees, customers and communities in accordance with the guidance of international and national authorities.

The company has recommended to all employees that international and domestic travel should be limited to business-critical only. Employees who have traveled to countries identified by authorities as high risk or have had close contact with someone traveling from those areas are required to self-isolate and work from home for 14 days following return from travel or exposure.

In addition, we have educated our employees on the Centers for Disease Control guidelines regarding proper hygiene, including frequent hand washing, and covering mouth and nose when sneezing and coughing, and social distancing.

Siemens will continue to monitor the situation daily and will issue revised protocols and coordinate with public health authorities and local government as needed.

The safety of our employees and you, our customers, is our utmost priority.

Sincerely,

Dave Hopping
President & CEO
Siemens Smart Infrastructure, USA

How responsible service strategies can help

We are being asked questions about how we can help companies like yours strengthen business continuity plans to ensure employee well-being, limit business disruption, and solidify security and resiliency. As you take the necessary precautions to ensure the safety of your building's occupants, please know that we are ready and willing to continue servicing your account onsite.

Our responsible service strategies also include our 24/7 Digital Service Center (DSC) and Customer Support Center. We are putting contingency plans in place to provide additional support to your local Siemens office if needed.

We have the technology, resources and processes in place to supplement your cus-

tomers' operations with remote monitoring and managed services.

Please review our [services](#) to understand how we can help.

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