ETS-Lindgren COVID-19 (Coronavirus) Preparedness

As a critical partner to your business, ETS-Lindgren (ETSL) understands the importance of our ability to continue to support our customer needs during this global public health event.

The health and safety of our employees, their families, our business partners, and their families is a top priority for ETSL. ETSL is actively monitoring the information and guidelines from the World Health Organization (WHO), the Centers for Disease Control (CDC), country governments, and state and regional public health authorities.

As a company, ETSL is taking as many precautionary measures as possible, including: increased awareness regarding general personal hygiene has been communicated with employees, restricted travel, limited facility access, and implementing measures for employees to work from home should they or their immediate family members show relevant symptoms or as required to meet the recommended social distancing protocols. These measures will help ensure that there is no disruption to service.

Security, safety, and well-being is essential to ETSL’s products and services, business processes and infrastructure. We have a globally integrated Pandemic Program Plan in place that is managed by a dedicated team of experts who are highly committed to keeping our operations running smoothly so that we can provide you with the best possible service.

Frequently Asked Questions

What is ETS-Lindgren doing in response to COVID-19 (Coronavirus)?

- ETSL is closely monitoring the evolving COVID-19 (Coronavirus) situation through the Centers for Disease Control and Prevention (CDC), and the World Health Organization (WHO) in order to maintain a safe work environment in our facilities and to sustain our global business operations.
- ETSL has activated our Pandemic Program Plan, which includes:
  - Enabling work from home capabilities within impacted regions.
Deploying a global strategy to coordinate delivery of products and services in order to support our customer’s needs.

- Providing our employees with information and best practices to prevent the spread of any illness.
- Prohibiting business travel in accordance with country governments, the WHO, and the CDC.
- Eliminating all non-essential business travel.
- Requiring pre-approval by ETSL’s President for essential business travel.

**Does ETS-Lindgren have a designated Pandemic Program Team?**

- ETSL has a Pandemic Program Team council that is chaired by the President and co-chaired by the Chief Financial Officer and the Director of Global Legal and Human Resources. This group provides overall guidance and strategic direction for the Pandemic Program.
- ETSL’s Health and Safety plans are based on the Pandemic Phases identified by the WHO, in addition to the severity levels and guidelines developed by the CDC. This approach includes:
  - Proactive global monitoring of the pandemic and health threats, risks and crises.
  - Integration with crisis management and medical teams, as needed.
  - Critical skills identification and contingency plans for the continuance of vital business activities to support the various stages and waves of illness.

**How will ETSL support customers during the COVID-19 outbreak?**

- ETSL will limit any impact this health event could have on our products and service offerings to our customers. We have a robust Pandemic Program Plan that accounts for the essential functions within our products and service offerings performed at our global locations.
- ETSL will continue to monitor this evolving situation and will adjust hours and locations, as necessary, to ensure essential products and services remain available.

Thank you for your continued trust and support of ETS-Lindgren. Please contact your ETS-Lindgren point of contact if you have additional questions.