

How Xerox is Responding to COVID-19

March 15, 2020

We are living through an extraordinary time with the fast spread of the coronavirus, identified as COVID-19. We recognize you put trust in us when we service and deliver your equipment and supplies to your workplace. Our number one priority is always the health and safety of our employees, clients, partners and their families. We want to share some of the actions we have taken to keep the entire Xerox community safe while minimizing impact to our operations and yours amid this public emergency.

Last month, Xerox established a COVID-19 Response Team that meets regularly to monitor developments and closely follow the guidance and advisories from governments and public health organizations. We also are collaborating with other global businesses and have taken a range of actions, including but not limited to:

- Educating all employees about the virus;
- Encouraging employees to work from home if they can;
- Sharing resources and guidance on how to contain the illness;
- Increasing and expanding cleaning of facilities;
- Restricting business travel and events;
- Establishing a comprehensive visitor screening process;
- Requiring employees exhibiting any symptoms to stay at home; and
- Enforcing a stringent return-to-work policy if an employee becomes ill.

We have activated our business continuity and pandemic preparedness plans. Our plans contain the latest standards from industry best practices and Xerox's own experience to define requirements, such as assigning teams responsible for continuity activities and determining the appropriate resources needed to resume operations after an event.

At this time, COVID-19 has not impacted equipment, parts and supplies availability. Our suppliers in impacted regions have resumed operations, and we continue to communicate with them daily. We have started to activate mitigation strategies as appropriate, including but not limited to premium airfreight, alternate sourcing, asset recovery and reverse logistics.

We continue to provide support and service within impacted areas as national and local governments allow. Most technicians dispatch from their homes and are not dependent on local office and warehouse locations. If local operations are impacted, we will reach out to you.

During this time, we understand you may not want visitors at your workplace, and we encourage you to use our remote support options. Customers can text or video chat with a live Digital Support Expert by visiting www.support.xerox.com or downloading Xerox Support Engage, a new mobile app now available in select regions.

We recognize there are a lot of questions, and that answers may continually change as the situation evolves. We will communicate regularly here on Xerox.com. If you have any additional questions, please reach out to your Xerox contact.

We will continue to monitor this evolving situation and will keep you informed of future updates. Thank you for your ongoing support as we work through this together.