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Valued Partner,

Many customers and partners have asked about how we're adjusting our operational plan to allow us to move forward in this challenging and dynamic environment. Protecting the health and safety of our employees, customers and channel partners is our top priority, and our hearts go out to all impacted by the coronavirus COVID-19 outbreak.

Zebra is monitoring the situation closely, and we have formed a cross-functional incident response team that is meeting regularly to assess the situation, ensure team member safety and provide guidance and support to all our global stakeholders. We are closely monitoring our supply chain, which was initially impacted by the coronavirus, as we have manufacturing facilities and suppliers in the affected areas of China that were delayed in returning to business following the Chinese New Year.

We have activated our mitigation plans to ensure a smooth supply chain. However, given these unique circumstances, you may see a slight extension in lead times on some products. You can confirm current lead times directly with your Zebra Account Manager. Your account manager has or will reach out to you to develop a plan to achieve the Q1 revenue targets by prioritizing products that are available to sell now. We appreciate your patience and will keep you updated as more information becomes available.

#### **Working with Our Sales Team**

We are taking this outbreak very seriously and aligning our internal travel restrictions with guidance from the relevant government entities around the globe, as well as the World Health Organization (WHO) and the United States Centers for Disease Control and Prevention (CDC). We have enacted restrictions for employee travel to and from high-risk areas (including layovers) to proactively limit the potential for the disease to spread and have encouraged employees to only travel in non-restricted areas to the extent they feel comfortable doing so. We appreciate your patience and flexibility as some regular in-person meetings may transition to virtual meetings in certain situations.

Zebra is offering local team members in impacted areas flexible working arrangements to limit their exposure to public spaces, while our Environmental, Health & Safety (EHS) and Facilities teams constantly assess supplies requirements for Zebra sites including hand sanitizers, etc. We also continue to broadly share these [simple tips](#) from the WHO on how to reduce the risk of getting sick.

#### **Keeping Our Customers and Partners Safe**

Several of you have asked if the virus can spread through goods imported from China. According to the CDC, it's extremely unlikely the virus can spread via items shipped from China. Experts say coronaviruses typically do not live very long on surfaces and are unlikely to survive over a period of days or weeks when an item is shipped. Given the time it takes a Zebra product to reach the end user or destination, it is again highly unlikely there would be any transmission of the virus associated with an imported good.

We also encourage thorough disinfection of mobile computers, tablets, printers, scanners and other devices to maintain infection control in workplaces and public spaces. But there is a right and wrong way to do it. Given the rapidly evolving situation, we are receiving a high volume of questions about how our devices should be cleaned in order to best protect the front-line workers using them in hospitals, warehouses, stores, routes and more. We encourage you to read (and share) this [blog post](#) for more details.

#### **Our Commitment to You**

I want you to know that Zebra is committed to working closely with you during these challenging times. We take great pride in working with you and helping you serve your customers. Should you have questions regarding business continuity, please contact your Zebra Account Manager or email us at [AskZebra@zebra.com](mailto:AskZebra@zebra.com), and we will respond to you as soon as possible. Thank you for your continued partnership.

Regards,



**Joe Heel**

Senior Vice President, Global Sales



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