



March 20, 2020

Bosch Security Systems, LLC
130 Perinton Parkway
Fairport, NY 14450
Telephone +1 800-289-0096
www.boschsecurity.com

Dear Valued Customer:

As you all are aware, the situation regarding the coronavirus (COVID-19) is currently evolving dynamically across the globe.

The health and well-being of our employees, customers and partners is of utmost importance and our top priority at this time.

Therefore, we would like to inform you about some measures that we have already implemented to prevent the spread of the virus as far as possible while maintaining our business activities and serving you in the best way we can:

- In view of the worldwide spread of the coronavirus, associates are encouraged to work from home if possible to protect their health, reduce the risk of the virus spreading and especially ensure our responsiveness to you.
- All our employees are required to adhere strictly to the hygiene recommendations of the World Health Organization.
- While most of our employees are now working from home, we are fully prepared and operational. Orders can be taken and processed, payments are made and received and technical support is of course available to anyone who requires it.
- Our sales teams are available on the phone or via email, and can provide all the usual insights and expertise to assist you.
- In case of emergencies, such as technical issues, we will of course provide our fullest support. In these cases, please contact your sales representative.
- We are also increasing the availability of online and virtual customer training opportunities and encourage you to take advantage of these offerings to improve your team's product knowledge and to get certified on Bosch products and systems.



If you have any concerns or questions, please do not hesitate to contact us by phone at 1-800-289-0096 or other digital communication channels (email, e-shop, first level support, webinars, etc.).

March 20, 2020

Page 2 of 2

We will continue to monitor the situation closely and inform you of any further changes as necessary. Thank you for your understanding and cooperative partnership in these difficult times for all of us. We look forward to returning to normal when the current situation is resolved.

In the meantime, please keep safe and well.

Best regards,
Brian Wiser, Regional President
Bosch Security and Safety Systems – North America