How is Cisco impacted by the COVID-19 Coronavirus outbreak?

- Cisco is actively monitoring the situation and any potential risk this may have for Cisco employees and business.
- For employees in affected areas, we encourage the use of Cisco collaboration technology to work remotely as appropriate, have enacted targeted travel controls, and are following self-quarantine guidelines.
- We have well-established processes to coordinate our efforts during outbreaks like COVID-19 Coronavirus, including our Global Business Resiliency (GBR) and Supply Chain Incident Management (SCIM) Processes. For more information, please see our Business Resiliency program.

How does the Coronavirus outbreak in China impact Cisco’s supply chain?

- Cisco continually monitors our supply chain for issues that may impact our operations, working closely with our suppliers to assess and minimize any potential effect.
- Cisco has a well-established Supply Chain Incident Management (SCIM) process enacted during such events, as well as clear requirements around suppliers’ Business Continuity Planning. For more information on Business Continuity Planning, please refer to the Cisco Supplier Guide.
- We have enacted the SCIM process to quickly assess and act on critical activities to restore our operations to normal levels and mitigate further impact to the business.

Are there any near-term impacts to Cisco production and delivery schedules?

- The 2020 Lunar New Year holiday was officially extended in China, with many city and provincial authorities extending through the first week of February. This delayed our normal plans for post-Lunar New Year production, including our suppliers and logistics activities.
- While many facilities have started to resume operations, there is great care and additional precautions being taken to ensure safety and continuity. Visibility to materials remains a challenge, as well as worker availability, and logistics and customs challenges. Cisco is aggressively working these issues: re-routing orders, expediting alternative component supply, and bringing up additional manufacturing capability in other regions.
- We are extending product lead-times on those products directly or indirectly affected by this disruption. The updated lead-times are now posted in our ordering tools, Cisco Commerce Workspace (CCW). We have also begun to reschedule existing orders, with updated dates that reflect changes in the supply chain that are underway.

How will Cisco’s supply chain be impacted if Coronavirus becomes a long-term issue?

- Cisco’s supply chain team regularly models scenarios for different global and economic conditions, and is conducting scenario assessments for various outcomes, including long-term implications.
How does Cisco prioritize/allocate the available supply for fulfillment?

- Cisco Supply Chain uses a data-drive approach to carefully execute order fulfillment against the needs of partners, customers and the business

Which products/product families are affected by this situation?

- The lead-times for product/product families affected by this situation, both direct and indirect, are now reflected in our ordering tool, Cisco Commerce Workspace (CCW).

Can Cisco fulfill impacted orders from a different (non-China) fulfillment site?

- Cisco is assessing opportunities to leverage our global supply chain network to minimize the impact on our customers and the business. This includes the transfer of production to alternate locations, both for component material and for the manufacturing of our products.

How does Cisco mitigate supply chain risk?

- By continually optimizing our supply chain, we are able to quickly respond to changing market dynamics, minimizing impacts to our business and disruptions to our customers.

Where does Cisco manufacture its products?

- Cisco has a global, distributed and agile supply chain. Our global network includes manufacturing facilities and partners located in countries around the world.
- You can learn more about Cisco’s supply chain footprint, and responsible sourcing and manufacturing in the 2019 CSR Report.

Inquiries may be routed to cov_response@cisco.com with usual Cisco contacts on copy.