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

- Cisco has well-established processes to coordinate our efforts during outbreaks like COVID-19, including our Global Business Resiliency (GBR) and Supply Chain Incident Management (SCIM) Processes. For information, please see our Business Resiliency program.
- Cisco has activated our pandemic response plan. Our global response is being coordinated by a dedicated Incident Management Team with 24/7 coverage, reporting to our Executive Leadership Team. The team is monitoring the situation closely and providing direction and guidance based on advice from our corporate medical director, from recognized international health bodies, together with official guidance from government, municipal and local authorities.
- In situations like these, Cisco moves quickly to take action to minimize potential risk this may have for Cisco employees, customers and business.

How is Cisco protecting its workforce from exposure to COVID-19?

- Our offices globally remain open for business-critical work, except where official guidance requires us to implement temporary closures. All Cisco employees have been encouraged to work from home, using Cisco technology to maintain ‘business as usual’.
- We have put in place strong measures to help protect our employees, including travel restrictions, the introduction of a visitor travel history declaration at all of our facilities worldwide, and a self-quarantine requirement for all staff who have been in high-risk destinations. We have also cancelled our participation in a number of events globally.

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

- Cisco has a well-established Supply Chain Incident Management (SCIM) process, which was quickly enacted, and is currently functioning to assess and act on critical activities to restore operations to normal levels and mitigate further impact to the business.
- We also have clear requirements around suppliers’ Business Continuity Planning. For more information on Business Continuity Planning, please refer to the Cisco Supplier Guide.
- 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.

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

- As a consequence of the COVID-19 outbreak, Cisco’s regular production plans were disrupted following the extension of the 2020 Lunar New Year holiday and subsequent regulations enacted to safeguard factories and workers in China.
- Facilities have resumed operations, though there is great care and additional precautions being taken to ensure safety and continuity as capacity ramps to full production. Cisco is leveraging its global network and working aggressively to re-route orders, expedite alternative component supply, and bring up additional manufacturing capability in other regions.
- Leads-times were extended on products directly or indirectly affected by this disruption. Our ordering tools, Cisco Commerce Workspace (CCW), is updated with current information.
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 reflected in our ordering tool, Cisco Commerce Workspace (CCW).

How are Cisco’s Global Services impacted by COVID-19?
- Presently, our services to customers are operating as usual, except in areas where official restrictions are in place that prevent us from physically accessing a customer or partner site.
- Our global network of 24-hour Technical Assistance Centers (TACs) enables us to continue providing remote support to sites that do not permit physical access. As documented in the service contract, appropriate remote access capabilities are required.
- We are actively working to support our customers during this unprecedented time and have put in place proactive measures and offers to support the needs of remote workers, including expanded free Cisco Webex and Cisco Security offerings.

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.

Can Cisco fulfill my order from a different fulfillment site?
- Cisco is pursuing opportunities to leverage our global supply chain network and minimize the impact on our customers and the business.
- We are aggressively taking action to reroute orders, expedite alternative component supply, and add manufacturing capabilities in other regions.

How is Cisco protecting factory workers’ rights during the Covid-19 outbreak?
- Cisco has been communicating with suppliers to ensure they are maintaining focus on workers’ human rights in conformance with the RBA Code of Conduct during the COVID-19 outbreak. We reiterated our expectations for health and safety, management of working hours, and payment of wages which could be impacted by the outbreak.
- We are surveying suppliers to assess their management of these issues, and following up with any suppliers whose responses indicate risk.

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 assessing scenarios for various outcomes, including long-term implications. We have mechanisms in place to manage through this type of supply chain disruption.

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.

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