

# Frequently Asked Questions

19 March 2020

**This document addresses common questions about Lexmark's response to the rapidly evolving COVID-19 situation**

## BUSINESS CONTINUITY PLANNING

**Who is responsible for managing the COVID-19 situation at Lexmark?**

Lexmark's multi-disciplinary global crisis management team is proactively monitoring and managing the company's response to the rapidly evolving COVID-19 situation. This team reports directly to Lexmark executive management.

**Does Lexmark have up-to-date, tested business continuity plans?**

Yes. Lexmark has global business continuity plans (BCP) that encompass all aspects of our operations, including our manufacturing partners and key suppliers, as well as scenarios in which staff are unable to get to workplaces or visit client sites. These plans are regularly reviewed and tested by Lexmark staff and outside consultants. Lexmark's BCPs are designed to help ensure we can continue to provide the requisite levels of service to our customers and partners.

**Do these BCPs include suppliers?**

Yes. Lexmark has business continuity plans for all of our manufacturing partners and key suppliers. We are in close contact with these suppliers as we monitor the COVID-19 situation.

**Are subcontractors or third parties that deliver products and services included in Lexmark BCPs?**

Yes. Third parties that deliver Lexmark products and services are included in our business continuity plans.

## SUPPLY CHAIN & INVENTORY

**Is Lexmark experiencing supply chain or inventory issues?**

The latest Lexmark supply chain and inventory update can be found [here](#).

## CUSTOMER SERVICE

**Are pandemic plans in place to cover a reduction in workforce or closure of facilities? Is working remotely a viable option?**

Yes. Lexmark has many employees across the globe who work remotely on a regular basis. Our employees are accustomed to using technologies to actively collaborate with their Lexmark colleagues, as well as customers, partners, and suppliers. As part of our business continuity plan, we regularly test our employees' ability to work remotely to fulfill our contractual commitments.

**Does Lexmark have plans in place to continue to provide the contracted level of service in the event of a quarantine?**

In the event of a quarantine, Lexmark will comply with any applicable government mandates and customer policies. Should this impact our ability to serve you, your account manager will notify you. However, our diagnose-to-dispatch process and skilled global technical support centers enable us to resolve a high percentage of customer-reported issues over the phone without having to dispatch a technician. Additionally, many of our components can easily be replaced by the customer, so we can dispatch these replacement parts for self-maintenance of devices.

**How is parts distribution managed in emergency situations?**

Lexmark's spare parts network consists of three primary distribution centers located in North America, EMEA and Asia, more than 150 forward stocking locations (FSLs), smaller country-specific distribution centers, and distributed inventory across various service partners in specific geographies. In the event of an emergency where the service providers, country level distribution centers, or FSLs are unable to support a customer's needs, the three primary distribution centers are able to expedite individual shipments anywhere in the world utilizing Lexmark's freight forward partners. We expect customer deliveries to continue without material disruption unless prohibited by local government mandates.

## Frequently Asked Questions

### HEALTH & SAFETY

#### How is Lexmark helping ensure the health and safety of its employees?

The health and safety of our employees, including those visiting customer sites, is always a top priority. The Lexmark Global Security team works closely with government and other officials to help ensure the safety of our employees, both in our facilities and as they travel. This coordination has been heightened in response to the COVID-19 outbreak. Our practices are based on the recommendation of authorities in each country. Globally, we have instituted travel restrictions and a self-quarantine/work-from-home policy.

#### What are Lexmark's self-quarantine guidelines?

Lexmark has implemented a self-quarantine policy globally. Employees who have travelled to impacted areas (defined as level 3 risk by the U.S. Centers for Disease Control) are required to work from home for 14 days afterward. Employees exhibiting symptoms are required to work from home until 14 days after symptoms abate.

#### Has Lexmark strengthened its visitor policy in light of the COVID-19 situation?

Yes. Lexmark's current visitor policy can be found [here](#).

#### What measures are in place for staff who are physically working at customer sites?

The Lexmark Global Security team works closely with government and other officials to help ensure the health and safety of our employees, customers and vendors. This coordination has been heightened in response to the COVID-19 outbreak and specific policies vary based on official recommendations in each country. When visiting customers or partners, we have advised Lexmark employees and contractors to comply with Lexmark in-country office policies, and to confirm and comply with the customer's or partner's own visitation or site-specific work policies.

#### What policies does Lexmark have in place concerning virus transfer on physical product?

Recommendations for cleaning Lexmark devices can be found [here](#).

#### Can the virus be transmitted via products that are shipped?

According to the [CDC](#), "because of poor survivability of these coronaviruses on surfaces, there is likely very low risk of spread from products or packaging that are shipped over a period of days or weeks at ambient temperatures." The CDC adds there is currently no evidence to support transmission of COVID-19 via imported goods and there have been no cases of COVID-19 in the United States associated with imported goods. Instructions for cleaning Lexmark devices can be found [here](#).

### COMMUNICATION

#### Do you have a communications plan to keep employees and customers informed of changing circumstances?

We realize this situation remains very dynamic and we have plans in place for keeping employees and customers apprised. Our global multi-disciplinary crisis management team meets regularly to ensure the team is aware of any changes to the situation and any impact on our operations. Statements are then published to keep employees, customers and partners informed as the situation changes and can be found [here](#).

#### How will I be notified of any potential impact to my business?

Our business continuity plans are designed to ensure we can continue to meet customer requirements. Should that change, your account manager will contact you directly.

#### Where should I go for answers to additional questions?

If your questions are not addressed here, contact your account manager or email [status.update@lexmark.com](mailto:status.update@lexmark.com).