



March 17, 2020

Subject: Rockwell Automation position with respect to onsite engineering & training activities.

Valued customers and partners:

To minimize the spread of coronavirus (COVID-19), we want to clarify the current Rockwell Automation position with respect to performing onsite engineering and training visits.

Rockwell Automation, like many companies, has put travel restrictions in place to protect our employees, our clients, communities and the general public. These are in line with the World Health Organization (WHO) and Centers for Disease Control (CDC) and protection.

Our Rockwell Automation Services team is here to help our customers in the following ways, with these specific operating guidelines:

- **Remote Support is the preferred first step** - Our first request is that Rockwell Automation be given the opportunity to attempt remediation via our **TechConnect remote telephone support team**. We have demonstrated an excellent ability to remotely coach and resolve many complex issues via phone, in a safe and timely manner, often with the help of video, Skype, and other virtual support technologies (if approved by our clients). Rockwell Automation also now offers a new remote virtual support app for mobile devices called [Live View](#) which leverages augmented reality technology – Click the link to learn more, or simply call our remote support center to learn how to install and use this new tool with our engineering teams.
- **Business Essential travel only** - In general onsite Rockwell Automation field engineering, consulting and training services are being postponed, unless there is a **business essential** need for that onsite visit. We define “business essential” as onsite activities critical for the plant to safely operate and maintain current production rates.
 - Examples of business essential onsite activities include remediation of **production down events** caused by automation equipment failures, communication failures or lockups, daily embedded engineering support, daily asset management professional (AMP) support contracts, etc.
 - Examples of non-business essential activities include preventative maintenance visits, system enhancements, onsite training services, site assessments/audits, and other services or projects that can be postponed without risk to current production.
 - Our Rockwell Automation Customer Care dispatch teams remain our primary point of contact to request and schedule field engineering support, but they will be asking additional questions to assess ‘business essential’ conditions. We have a robust process for tracking our employees’ travel plans and locations.
- **The most local engineer** - For “business essential” onsite activities, Rockwell Automation will work to avoid extensive travel via mass transit (i.e. airplanes, trains, etc.) for our personnel. In many cases,

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Rockwell Automation may need to send a locally based engineer and provide that engineer with additional remote support from our experts.

- **Highly restricted travel** - In general, international travel for Rockwell Automation employees is restricted. In addition, we will not approve travel to locations or facilities where any applicable law or quarantine restrictions prohibit such travel.
- **Instructor led Training Services to be suspended** - Our Rockwell Automation Services team will be postponing the delivery of our Rockwell Automation instructor-led training services beginning the week of March 23 through, at a minimum, April 24. We will review this weekly. Rockwell Automation and our partners intend to reschedule students into new courses later this year, however, if the new schedules are not acceptable, clients will be allowed to cancel their participation with no penalty. Please note Rockwell Automation offers a modern E-learning training option for customers seeking online training on our most common platforms – Click here to learn about [E-learning options](#).
- **Screening of employee and clients** - Clients are welcome to ask our visiting Rockwell Automation engineers and instructors specific questions related to their general health and their recent travels, in an effort to assure our employees are healthy and safe to enter the client’s facilities. Likewise, our Rockwell Automation employees should be allowed to ask similar questions of our clients to assess the safety of the client’s facilities and staff. If any affidavits of health are required, those documents should be sent to Rockwell Automation for review and approval prior to our Rockwell Automation engineers being dispatched to the customer’s site.
- **Reasonable Site Safety Precautions** – The health and safety of our employees and customers is our priority, and we will not send our employees to facilities that we believe are not safe. In addition, our Rockwell Automation employees have been trained to take special health safety precautions during these times. We request that our clients similarly agree to take reasonable precautions to protect the health and safety of our visiting Rockwell Automation employees.

We apologize for any inconvenience these guidelines or changes may cause our clients. The spirit of these guidelines is to protect the health and safety of our customers, our employees, and the general public.

Thank you for your support of these guidelines during such challenging times.

Stay healthy,

Rockwell Automation Services & Solutions Team

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