



COVID-19 Coronavirus Outbreak – Cisco Supply Chain Response

Frequently Asked Questions

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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.