



# We are OPEN -- Covid-19 Statement

Updated: 2020 March 27

Dear Customers and Partners,

**In Summary:** Our supply chain and manufacturing facilities are operating. We are accepting orders and shipping products daily. Our technical support and sales teams are fully available via online chat, phone, video conference, and email. Our R&D department is continuing to develop new products and expand functionality in existing products.

**In Detail:** As an international company, it is our daily responsibility to protect our employees and to provide you, as our customers and business partners, with the most seamless service possible. We are following all developments internationally and are constantly aligning our decisions and actions. We are orienting ourselves around the recommendations of the WHO, and are acting in accordance with the regulations that federal and local governments globally are adopting in order to stem the spread of the virus while maintaining business operations. We are in a very good position. We have strong partnerships and we are leveraging our 41 years of experience to provide you with the best and most current information.

Production operations at Perle Systems are running without significant limitations. We have currently managed to maintain our supply chains and are diligently working to ensure that our supply chain remains intact and that any interruptions do not impact your projects and timelines. There may be delivery delays in the case of airfreight and domestic transportation due to longer transit and waiting times at national borders. To determine if there are delivery delays in your area you can view UPS Service alerts by country:

- [North America](#)
- [Caribbean, Central & South America](#)
- [Europe](#)
- [Asia, Oceania & Pacific](#)
- [Middle East, Africa, Indian Subcontinent and Central Asian](#)

Sales, Technical Support, R&D, Finance, Marketing, and Administration teams at Perle Systems are running without any limitations. All staff have tools and systems that enable us to maintain a dynamic work environment and be fully available to support the needs of your business. You can engage with all of your normal contacts at Perle via online chat, phone, video conference, and email as normal.

## **Internal measures at Perle Systems:**

To protect the health of our employees, while safeguarding the ability to supply our customers, we have adopted a range of measures:

- Maximum adoption of home and mobile working in the administration area.
- Suspension of all business trips
- Complete digitalization of meetings via video conference or other telephone conferencing services.
- Daily supply chain monitoring.

- Implemented Social-distancing and hygiene safety measures at warehouse and production facilities

We at Perle are confident in our business continuity plans and we will continue to monitor developments in this global health crisis and take necessary actions. We will continue to update this page with any changes.

Thank you for your continued trust in Perle Systems. Stay healthy.