

## Coronavirus Outbreak – Cisco Supply Chain Response

### Frequently Asked Questions

February 1, 2020

#### How is Cisco impacted by the Coronavirus outbreak?

- Cisco is actively monitoring the situation and any potential risk this may have for Cisco employees and business.
- We have well-established processes to coordinate our efforts during outbreaks like Coronavirus, including our Global Business Resiliency (GBR) and Supply Chain Incident Management (SCIM) Processes.
- For more information, please see our Business Resiliency program details:  
<https://www.cisco.com/c/en/us/about/business-continuity.html>

#### How does the Coronavirus outbreak in China impact Cisco Supply Chain?

- 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. Cisco has a well-established supply chain incident management process enacted during such events, as well as clear requirements around suppliers' Business Continuity Planning.
- For more information on Business Continuity Planning, please refer to the [Cisco Supplier Guide](#).

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

- The 2020 Lunar New Year holiday was officially extended in China, with many city and provincial authorities extending through the first week of February. This delay impacts our normal plans for post Lunar New Year production. Based on the current policy, Cisco expects manufacturing and fulfillment operations to fully resume the week of February 10.

#### 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 dynamics, and is conducting scenario assessments for various outcomes.

#### 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](#).

#### 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.

For customer escalations, please reach out to [cov\\_response@cisco.com](mailto:cov_response@cisco.com).