

# Customer Advisory on Novel Coronavirus

**Feb 10, 2020**

**We are closely monitoring an outbreak of respiratory illness caused by the Novel Coronavirus while striving to recover, resume, and complete business continuity without delay. Please contact local KWE offices in your area for more detailed information on our operations.**

## **I. Life and Safety**

We give top priority to ensuring life and safety for our customers, partners, employees and their family. The following three basic measures are in place for our sites and offices based on our business continuity plan.

- ( i ) Measures to prevent infection of the Novel Coronavirus
- ( ii ) Measures to prevent the infection spread of the Novel Coronavirus
- ( iii ) Measures to treat those infected or suspected of infection

## **II. Operations**

KWE offices in Greater China resumed work on Feb 10 as listed below amidst the strict restrictions and quarantine requirements imposed by local authorities in China. We will strive to adjust and plan necessary resources to support customer's supply chain and meet the demands.

<b>Status</b>	<b>Company / Branch</b>
Open	Guangzhou
Open (Limited Operation)	Shanghai, Qingdao, Yantai, Beijing, Shenyang, Xi'an, Tianjin, Chengdu, Xiamen, Shenzhen, Dongguan
Closed (Application is being processed)	Dalian, Suzhou, Xi'an, Ningbo, Hangzhou, Nanjing, Hefei, Chongqing, Fuzhou, Zhongshan, Zhuhai,
Closed (Expected date:TBC)	Wuhan, Zhengzhou, Wuxi

- The operation might be limited even in the resumed area due to the temporary manpower shortage.
- This information might change due to further situation in China / announcement from Chinese governments.
- Office Opening Situation in Hong Kong and Taiwan
  - Hong Kong: Resumed on 29th Jan (Some staff work from home)
  - Taiwan : Resumed on 30th Jan