

# COVID-19 FAQs FOR CUSTOMERS



## **Q: Is L3Harris open for business?**

**A:** We are in constant communication with our government customers who have advised us that L3Harris is part of the Defense Industrial Base, and an extension of our nation's and our allies' armed forces. The work we perform for our country is critical to maintaining military industrial readiness and are essential government functions. The U.S. Government has recognized and identified the need for these functions to continue to operate – and as such all of our facilities remain open while implementing aggressive safety measures to mitigate risk to staff. Should the need arise to close all or a portion of a facility, it will be managed on a site-by-site basis.

## **Q: Will L3Harris attend upcoming trade shows, conferences or events?**

**A:** Attendance at all trade shows, conferences and similar external events through June 30 is canceled. This is to limit employee contact with travelers and close interaction, which occurs while travelling to and attending crowded venues. Wherever possible, our business development teams are open to meeting virtually using Skype or similar technology, or, via phone in order to share information about our innovative technologies.

## **Q: Will my product or program be affected by the coronavirus?**

**A:** Our products and programs have not been impacted by the coronavirus as of yet, aside from the necessary measures put in place to protect our employees. Over time, we may make adjustments depending on business needs – a process which will be managed by our program and contract managers and in close coordination with our customer representatives.

## **Q: Is there any change in process to submitting orders for products/services?**

**A:** Not at this time. Any changes will be communicated via our contracts personnel.

## **Q: What actions are you taking?**

**A:** We have taken significant steps to secure and protect our employees and workplaces. For employees who can perform their jobs remotely, we are working on plans with individual employees to activate the appropriate plan. We are also suspending all non-essential business travel and participation in external non-mission critical events, and temporarily restricting visitor access to company sites. We are committed to rapidly responding to the COVID-19 situation and remain in close contact with emergency management and public health organizations to stay informed and aligned with real-time recommendations. We are regularly monitoring and re-evaluating this evolving situation and communicating with employees, customers and supplier partners to address any concerns or suggestions they may have.

## **Q: How do I clean L3Harris Public Safety radios?**

**A:** Our engineers have compiled a [“Technical Services Memo”](#) that contains a summary of cleaning guidelines for all L3Harris Public Safety mobile radios and control heads, portable radios, and mobile/portable accessories.