



Kodak Alaris Field Service COVID-19 Response

Providing Service & Support

As the coronavirus pandemic continues to change the way we work and live, the health and welfare of our employees, partners and customers remains our number one priority. Our Environmental, Health and Safety team has provided guidelines for our Field Engineers (FEs) to follow including wearing gloves, wiping down equipment such as touch screens, and other optional safety equipment for service calls. Washing hands frequently with soap and water and using hand sanitizer is encouraged as well. We've also asked our FEs to practice social distancing, encouraging customers and FEs to keep a safe distance (6 feet) while service is being delivered.

We continue to provide remote diagnostic support in an effort to resolve problems quickly and reduce unnecessary risks of exposure for customers and our FEs. In addition, our quality on-site services continue in locations where there are no local or national restrictions. We will comply with government mandates as they are implemented and will resume service as allowed. We will also continue to provide service for organizations that are identified as "essential" (medical/healthcare, government, transportation, financial business sectors, laboratories) even when Stay at Home government restrictions exist. We expect shipment of Advanced Unit Replacements (AURs) and parts needed for service to continue for these essential businesses.

Kodak Alaris is closely monitoring the CDC website and government updates that may impact our plans.

Thank you for your continued support during this difficult time.

Gary Chamberlain
Vice President, Worldwide Services
Alaris, a Kodak Alaris business