



A Message From

Victoria Alia

Director – Customer Care Americas



Valued customers,

As the severity of the COVID_19 virus continues to unfold, Rockwell Automation remains committed to the safety of our employees as we strive to anticipate the risk to our customers.

Our Supply Chain Risk Assessment team is actively tracking the impact across our extended supply chain from our customers through our internal manufacturing operations and in some instances into multiple tiers of our supply base.

We have taken several proactive measures to mitigate inventory availability risks in each of our regions. In addition to prioritizing shipments for our key suppliers with operations in the affected regions, we have secured additional freight capacity, planned for overtime across our manufacturing operations and continue to expedite critical customer orders. Given the fluid nature of this situation, there may be some unanticipated impact.

In the case of critical orders, please continue to work directly with your Rockwell Automation sales team or your local Customer Care teams.

Thank you,

Victoria