

## COVID-19: Customer Information & Updates

Updated: April 6, 2020

Testforce is actively monitoring the development of COVID-19 as it continues to evolve and is proactively taking steps to protect employees, customers, and local communities. Testforce is adhering to government regulations in all geographies as well as guidance from public health agencies such as the [World Health Organization](#), [Health Canada](#), and the [Centers for Disease Control and Prevention \(CDC\)](#).

Like many other companies and organizations, Testforce is focused on the following:

### **Ensuring the Health and Safety of Employees, Customers, and Local Communities**

In response to government actions across the globe, Testforce employees are working from home if their role allows. This enables the company to continue to support customers and operate with as few disruptions as possible.

Offices that remain open do so only with critical staff required to maintain operations and whose roles require being on site. At these locations, the company is increasing and enhancing cleaning while implementing social distancing.

Testforce has also halted all domestic and international travel. The company is encouraging the use of virtual meetings and collaboration tools whenever possible.

### **Supporting Customers**

Our goal, as always, is to provide a great experience and environment for our customers. Testforce remains committed to supporting customers during this time and minimizing disruptions. In the event that Testforce's ability to ship and support products is impacted for any reason, the company will notify impacted customers.

### **Delivering on Commitments**

Testforce is working in conjunction with suppliers on understanding their supply chain plans in order to minimize disruptions to our operations and our customers.



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The company falls in the supply chain of Critical deliveries and will abide by the decisions of the government to stay open in order to deliver to our customers. This includes our calibration and service department, which is still accepting RMAs and completing service orders.

Testforce encourages all customers to make an effort to order supplies ahead of time in case of channel disruption and maintain communication with your Testforce Customer Support Representative to understand any delays that may occur. Don't hesitate to contact your Testforce Technical Account Manager to discuss your urgent test equipment requirements.

Our thoughts are with those who have been impacted by COVID-19 and we appreciate your partnership as we work to address the impact of this global issue on our business and yours.

Testforce's priority remains the health and safety of its employees and customers. The situation remains dynamic and the company will keep this page updated.

For more information, contact:

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