

Business Continuity Statement: November 2020

Overview

Sierra Wireless is committed to delivering world class services and products that enable our partners and customers to thrive in the connected economy. We are working to ensure we continue to be your trusted partner throughout the COVID-19 pandemic.

With the World Health Organization declaring a public health emergency over the global outbreak of novel Coronavirus (COVID-19), first identified in Wuhan, Hubei province China, the impact has proliferated and continues to grow around the world. Multiple jurisdictions are taking actions to contain the spread of the virus and minimize its effect, not only to business but also to daily life. This has changed the way we manufacture, manage logistics, ensure network operations performance, support our products, and keep our employees safe and productive.

We take our employee's health seriously and continuously monitor the jurisdictions in which we operate to ensure compliance to the highest standards. In early March, we requested the majority of our employees in America and Europe work from home, after having taken similar measures with our teams in Asia at the end of January. This enables us to create social distancing for support and engineering teams that are required to be onsite to support the business.

Our support and engineering teams are setup to work both from the office or home as the need requires. In addition, we have assessed and made any necessary adjustments to ensure our network infrastructure supports the normal level of productivity for both remote and on-premise workers.

Mobile Network & Cloud Operations

Our operations worldwide continue to have 24 hour operational and support coverage. Our public and private cloud services are managed remotely as a standard procedure. As part of our Business Continuity for service operations, employees are setup to work from the office or home with minimal productivity change.

Our support teams continue to operate 24 hours a day, 7 days a week. We have ongoing access to our data centers to ensure the smooth operation of our network. Our Global Network Operations Centre (GNOC) continues to provide uninterrupted remote oversight of our network.



We expect the network and services to operate normally over this period. There may be supply impacts to SIMs and other shippable SKUs.

We partner with world-class service providers and suppliers to ensure they have equivalent Business Continuity Plans that match ours.

Industrial Module & Gateway Manufacturing

Most of our Industrial Module & Gateway manufacturing is performed in Ho Chi Minh City, Vietnam, which has not been directly impacted by government-imposed closures. We continue to monitor the situation in Vietnam closely. Currently, our normal production operations continue with minimal impact.

Many of the components we use to build our products involve process steps performed in countries around the globe. Government-imposed restrictions are having some impact on our component suppliers due to such factors as factory closures, employees being unable to return to work, logistics, challenges getting base material and general production backlogs. As a result of these continuing government-imposed restrictions, we may see some production delays with respect to our product.

In addition, shipping our products is challenged by the massive reduction of air traffic globally as well as government-imposed measures effecting the capacity of our logistic service providers particularly in Europe and Americas. However, our global supply chain organization is 100% focused on mitigating the impact of supply chain disruption for our customers and partners.

We will continue to work with our partners to ensure your orders are fulfilled in as timely a manner as possible, and we will provide you with more information on any orders that have been pushed out as a result of this government action.