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06/04/2020 – Update on service provision

06 April 2020

Robert Bosch Ltd are committed to serving our customers who are providing services for Essential Workers during the current crisis whilst taking all necessary measures to protect our associates from unnecessary risk.

With immediate effect, the following is in place:

- **Customer Services.** A reduced staff are working from home to answer contact by phone or email between 8:15am – 3:00pm each working day. Emails received outside these hours may be deferred to the next working day. Orders for parts, spare parts or essential service calls can be accepted.
- **Field Service.** Our field service engineers are available to attend essential callouts only when the ability of the customer to support Key Workers is impacted. No routine customer visits will be accepted while the Government restrictions are in place although telephone support will be available.
- **Hotline.** Our Hotline agents are working from home to provide the maximum assistance, advice and support which is possible within the constraints of remote working. Operating hours are as normal 8:15am – 5:15pm.
- **Sales support / Account management.** Please contact your account manager by email. In the event your account manager is not currently available, an out of office reply will provide contact details for a proxy who will be able to deal with your enquiry.

Robert Bosch Ltd would ask for your understanding while we do everything we can to support you, our valued customers, in your efforts to navigate through this unprecedented global crisis.