

COVID-19 FAQs FOR CUSTOMERS



Q: Is L3Harris open for business?

A: We are in constant communication with our government customers who have advised us that L3Harris is part of the Defense Industrial Base, and an extension of our nation's and our allies' armed forces. The work we perform for our country is critical to maintaining military industrial readiness and is considered an essential government function. The U.S. Government has recognized and identified the need for these functions to continue to operate – and as such all of our facilities remain open while implementing aggressive safety measures to mitigate risk to staff. Should the need arise to close all or a portion of a facility, it will be managed on a site-by-site basis.

Q: Will L3Harris attend upcoming trade shows, conferences or events?

A: L3Harris employees are attending trade shows on a limited basis and following COVID-19 safety protocols. Wherever possible, our business development teams are available to meet virtually to share information about our innovative technologies.

Q: Will my product or program be affected by the coronavirus?

A: Our products and programs have not been impacted by the coronavirus as of yet, aside from the necessary measures put in place to protect our employees. Over time, we may make adjustments depending on business needs – a process which will be managed by our program and contract managers and in close coordination with our customer representatives.

Q: Is there any change in process to submitting orders for products/services?

A: Not at this time. Any changes will be communicated via our contracts personnel.

Q: What actions are you taking?

A: We have taken significant steps to protect our employees and workplaces. We continue to implement rigorous safety procedures – enabling employees to work from home; instituting stringent hygiene protocols (such as increased cleaning, daily health pre-screening, onsite temperature checks and mandatory use of PPE), redesigning work spaces to ensure social distancing and staggering work shifts where critical work is underway; and significantly reducing travel and attendance at external events. We are committed to rapidly responding to COVID-19 and remain in close contact with emergency management and public health organizations to stay informed and aligned with real-time recommendations. We are regularly monitoring and evaluating this evolving situation and communicating with employees, customers and supply partners to address any concerns or suggestions they may have.

Q: How do I clean L3Harris Public Safety radios?

A: Our engineers have compiled a [“Technical Services Memo”](#) that contains a summary of cleaning guidelines for all L3Harris Public Safety mobile radios and control heads, portable radios, and mobile/portable accessories.