

March 5, 2020

Dear Valued Partner,

As you are aware, the coronavirus (COVID-19) has spread to many countries around the world and the World Health Organization (WHO) has declared the virus a global health emergency.

Our immediate thoughts are with those who are immediately impacted while we are taking all precautions to safeguard the health, safety and wellbeing of our employees, customers and business partners. As per March 2, none of our employees have been reported infected by the virus.

We take the situation very seriously. A dedicated project team has been put in place to monitor, assess and prepare plans in order to minimize the impact on our business. We are in contact with our suppliers in China and continue to engage with the relevant groups so that we can act and adapt quickly to any new developments that may arise.

As an international company, it is our duty to take up our responsibility in helping to contain the issue. We have implemented travel restrictions to protect our employees and customers from exposing to risks related to the spread of the coronavirus (COVID-19). This means that we could be hampered in fulfilling our performance obligations under service arrangements if travel to customer locations is disrupted.

The full impact remains unclear with regards to components supply, manufacturing and transportation. In case the delivery of products and/or the fulfilment of services gets impacted, leading to suspension or delay thereof, our Sales team will contact you promptly.

The virus outbreak, and the corresponding closures, slowdown and travel bans are beyond our control. We therefore have no option but to treat it as a force majeure event.

The health, safety and wellbeing of our employees, customers and partners is and remains our number one priority.

We will continue to communicate with you about key developments. If you would like to contact me directly, please feel free to call or email me.

Thank you for your understanding.

Best regards,

Chris Dolan

District Sales Manager, Chicago

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