

Dear Valued Clients,

Synamedia is closely monitoring developments around the spread of the novel coronavirus (COVID-19). Our COVID-19 preparedness and response are coordinated as part of a firm-wide business continuity program. The goal of all these measures, implemented in a consistent manner across all functions – Services, Engineering, IT, Procurement, and supply chain - is to enable us to support our clients' and employees' needs with a minimal level of disruption in the event of a pandemic outbreak of COVID-19.

We are aware that this event has impacted the entire global supply chain and are committed to keeping our customers informed in the case of any potential impact to the products or services we deliver. We believe our global logistics capabilities and robust supply chain will keep us well positioned to work through any challenges and help our customers develop mitigation plans if needed. As the global situation continues to develop, please stay in regular contact with your Synamedia account team for updates and specifics related to your business.

Topmost on our minds is the safety of our employees and our clients, which is why we have taken, among others, the following preventive measures: restricting most business travel (and any business travel to countries with a pandemic-like outbreak of COVID-19); either transitioning to virtual meetings (via video-conferencing) or restricting most conferences, marketing trips, and seminars; asking our employees who have travelled to countries where there are pronounced COVID-19 outbreaks to quarantine themselves; ascertaining that our vendors and suppliers are engaging in prudent preventive measures; and doing all we can to keep our employees abreast of COVID-19 developments.

As this is a dynamic and global event, we will continue to provide additional updates as needed. Customers can reach out to our global account managers for details.

Questions and Answers:

1. Are any Synamedia offices currently closed?

As of 12 March 2020, all offices remain open. APAC and Israel have limited amount of employees on site with the rest of the employees working from home.

2. What impacts do you expect as a result of the rapid spread of the virus now being seen in some areas of the world?

We do not see any impact to our business or shipments at this time. We will continue to monitor the situation daily and will stay closely aligned with our customers in these areas.

3. When can customers expect to know more about any potential impacts?

Our sales teams are very engaged with customers and are working to identify any potential impacts as we work through this together.

4. What restrictions has Synamedia implemented to keep its employees safe and healthy?

We provide daily updates to our employees on the status of the virus and its potential impact to our business. No employees are required to travel at this time, and all non-essential travel has been postponed. Our facilities managers are ensuring that best practices are implemented at our offices worldwide.

5. Does Synamedia have a Pandemic Preparedness Plan if the situation continues to rapidly escalate around the globe?

At Synamedia, our Corporate Pandemic Preparedness Plan helps guide our actions in responding to such outbreaks. The plan is designed to follow specific guidance from World Health Organization and International SOS while also prioritizing the maintenance of business continuity including IT, financial, manufacturing and supply chain functions. We have also established a team that is working to determine the appropriate measures which should be taken during this event. This team will help guide our actions in responding to a potential global outbreak.