

A personal note from our CEO: our commitment to our customers and partners, during COVID-19

During these exceptional times, Quadient is adapting to the COVID-19 situation with great diligence, and I want to personally assure our customers and partners that we are doing all that is in our power to provide a safe work environment for our employees and ensure business continuity for our customers and partners.

Quadient has always been committed to our employees. Their health and that of their families remain our top priority. As an organization with a global presence, as part of the collective effort to control the virus, we are taking the steps necessary to minimize the impact on our employees and the communities around us.

Thanks to the preparation work and the support of our worldwide team, we have confidence in our business continuity plans and our ability to continue to support our customers and partners through the COVID-19 pandemic. As such, we have made provisions to reduce the risk of exposure for all parties.

Employees who are able to work remotely have been instructed to work from home as of Monday, March 16, 2020. For employees who must work on site, we are taking measures to ensure they are provided with a safe environment by applying strict health and safety protocols.

For the same health and safety reasons, we have also requested the cancellation of business travels and public events attendance to all our staff members. In-person meetings that are not absolutely critical are being replaced by virtual meetings or will be postponed to a later date.

Our teams are accustomed to remote work, leveraging digital collaboration tools on a regular basis in the normal course of business. Professional services personnel and support staff are on duty and maintaining regular schedules around the globe. Support will be maintained through online portals as well as our call centres, to ensure customers with support contracts maintain uptime.

In particular, hardware customer support representatives remain available via phone and email. Support is also available via chatbot through our websites in the United States, UK, Ireland and France. Field technicians continue to provide on-site support to our customers with as little disruption as possible.

Thank you for your continued trust in Quadient. We are committed to being there for our employees, customers and partners, and will continue to keep you informed as the situation evolves.

Sincerely,

Geoffrey Godet, CEO, Quadient

