



March 27, 2020

Dear Valued Partner,

With the global concern regarding COVID-19 novel coronavirus, we want to assure you that ID TECH is closely monitoring this situation from a global perspective, and we are implementing measures to ensure the health and safety of our employees, customers, and communities, while keeping our business running as smoothly as possible. While the State of California has issued a state-wide order to stay home, ID TECH is operating within the Financial Services Sector of the 16 Federal Critical Infrastructure Sectors and is therefore remaining open for business so that we may continue to support other businesses and our valued partners.

As always, health and safety are our top priority. In California, our employees are telecommuting as much as possible. Those who remain in our office to ensure that our operations continue to run with minimal impact are practicing social distancing and good health hygiene. We provide a supply of face masks and hand sanitizers for our employees, we have increased the number of disinfecting cleanings that are performed in our offices, and we are continuously working to implement increased sanitation practices throughout our facilities. Our team is monitoring the situation on a daily basis through the United States Centers for Disease Control and Prevention (CDC), as well as local government websites, and we will continue to follow their guidance with regards to protecting everyone's health and safety.

We understand that our partners may have concerns regarding our supply chain and order fulfillment. Despite the global impact of COVID-19, we have been able to minimize the impact it has had on our production and delivery schedules so far. However, with more airports and manufacturing facilities closing around the world, we must now advise our partners to expect some delays. With this global situation that continues to rapidly change, we encourage all of our customers to provide our team with a forecast and to purchase orders as early as possible so that we can plan and meet requested ship dates with minimal delays.

Thank you for your continued support of ID TECH. We hope you and your loved ones stay safe and healthy as we all get through these challenging times together.

Sincerely,

Stanley Ning  
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ID TECH



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