



13 March 2020

To our valued customers:

With the nationwide spread and concern generated by the COVID-19 coronavirus, we are reaching out to inform you of our outreach and crisis plans. We remain focused on the health and safety of our team and yours, as well as the continuity of our operations. Please also know that we are keeping a constant line of communication with your team to understand your business plans so that we remain aligned with one another.

IDEMIA has implemented our Pandemic Readiness Plan as part of our Business Continuity Plan, and our Crisis Management Team is monitoring the COVID-19 outbreak closely. Additionally, we are implementing response measures aligned with government guidelines and directives from the Centers for Disease Control and the World Health Organization.

Here are key actions we are taking to ensure that we continue to deliver for you during this challenging time:

Crisis Governance

- We have established an internal Crisis Committee that meets daily to assess the situation.
- Several members of IDEMIA's Executive Committee, including the CFO and COO, are now dedicated full-time to the management of this situation to ensure our focus remains on the health and safety of our people and on business obligations.
- We have established an Emergency Help Desk to support employees with their questions and concerns.
- We are actively reviewing and revising our business continuity plans in order to build additional resiliency into our operations. As the situation develops, we are monitoring it closely and will adapt and evolve as needed.

CDC and WHO Recommendations in Place

We are closely following the guidelines and all updates from the Centers for Disease Control and the World Health Organizations including:

- Prohibiting all international travel
- Limiting the company's domestic travel as much as possible, giving approval only when business-critical
- Imposing a self-quarantine of 14 days for any employee who returns from a Level 3 Travel Health Notice as well as home-quarantine of any employee who has been exposed to someone who is sick.



Enrollment Center and Field Operations

- As of now, Enrollment Center operations are operating under CDC rules
- We are monitoring all staffing and attendance on a daily basis
- We are communicating regularly with both our IDEMIA enrollment agents as well as our partner agents about CDC recommended practices to minimize exposure to themselves.
- We continue to reinforce the importance of our enrollment service availability, as it serves a vital and critical need for those working in health care and ancillary fields supporting the pandemic response
- We are working diligently to put in place where we have the staffing, and facilities to do so, mandatory extended hours at our corporate centers, and mobile events where we can support in high population areas impacted by closures

We are experiencing minor disruptions in operations, as local communities and partners adjust their operations in response to this crisis. However, the nature of situation is fluid and we wanted to keep you updated with our efforts in support of your mission. We continue to monitor and evaluate the situation to ensure that we are taking appropriate actions to protect our customers, partners and colleagues. We are committed to supporting the mission-critical operations of our federal, state and local government agency customers.

Thank you,
Candy Copelin