

DMT SOLUTIONS GLOBAL CORPORATION
(BlueCrest)

COVID-19 Plan
(Coronavirus)

As of
March 17, 2020

(This Plan may be revised based on local, national and/or global developments)

BLUECREST REMAINS OPEN FOR BUSINESS AND IS MAKING EVERY EFFORT TO ACCOMMODATE CUSTOMER NEEDS AND REQUIREMENTS.

FOR MAINTENANCE SERVICE INFORMATION, PLEASE SEE SECTION 6 BELOW.

1. Covid-19 Crisis Team:

A team of BlueCrest senior executives is meeting and monitoring Covid-19 (Coronavirus) developments on a daily basis to ensure that our employees are safe and our business is prepared for any disruptions caused by Covid-19.

2. Employees:

- All BlueCrest employees that can work remotely are required to do so.
- All BlueCrest employees have been requested to review information published by their respective governmental health organization on how the Coronavirus spreads and the precautionary measures that one can take to prevent transmission.
- Any BlueCrest employee that is sick or otherwise experiencing cold or flu-like symptoms (e.g., fever, cough, sore throat, respiratory illness, difficulty breathing) is required to self-quarantine, and has been asked to follow governmental recommendations and to be tested as soon as possible.
- BlueCrest is communicating with its global employee population via a twice-weekly Covid-19 email update and will increase such communications as circumstances warrant.

3. Facilities:

- Only employees engaged in the manufacture of BlueCrest products may enter BlueCrest facilities.
- Until further notice, BlueCrest has suspended all customer, vendor, and other third-party visits to BlueCrest facilities.
- Each BlueCrest facility has increased facility cleaning services as appropriate. For instance, BlueCrest world headquarters in Danbury, Connecticut is being sprayed with a disinfectant on a bi-weekly basis and common areas are being cleaned and disinfected multiple times per day.

4. Travel:

- All travel has been restricted except for pre-approved travel related to customer support.
- Any employee that has traveled to a Level 3 destination within the preceding thirty (30) days has been requested to self-quarantine for fourteen (14) days.

5. Supply Chain:

- BlueCrest currently rates the risk of a significant disruption to its supply chain as LOW.
- Bluecrest and its vendor partners combine to source over 95% of all manufacturing materials and sales and service parts from manufacturers and distributors based in the United States. Notwithstanding, Bluecrest continues to closely monitor and measure any disruption or potential disruption to its supply chain in connection with the global COVID-19 virus events, and is prepared to make timely adjustments to its supply chain if and when warranted by developing circumstances.

6. Maintenance Services:

- **Modes / Points of Contact:** all communications related to Service and Parts should be directed to the central BlueCrest client care operations center at (844) 622-2583 or via the BlueCrest Self-Service portal located on www.bluecrestinc.com
- **Continuity of Operations**
 - i. **Call Center:** BlueCrest will maintain current operating hours of Monday – Friday, 8:00 am – 6:00 pm EDT
 - ii. **Learning & Development:** BlueCrest has temporarily suspended all training classes until further notice.
 - iii. **Technical Support:** BlueCrest will continue to maintain remote technical support; customers requesting support should direct inquiries to the following contacts based on equipment category:
 - **Inserter Technical Support:** NA inquiries to contact your BlueCrest Service representative or BlueCrest client care operations center at (844) 622-2583; Outside-NA inquiries to contact your BlueCrest Service representative or email: dmt-tss@bluecrestinc.com
 - **Print Technical Support:** NA inquiries to contact your BlueCrest Service representative or BlueCrest client care operations center at (844) 622-2583; Outside-NA inquiries to contact your BlueCrest Service representative or email: dmt-tss@bluecrestinc.com
 - **Sorter Technical Support:** NA inquiries to (866) 562-4749 or sorter.support@bluecrestinc.com; Europe / ROW inquiries to sorter.supporteu@bluecrestinc.com

All requests for on-site advanced technical support activities will be evaluated on a case-by-case basis.

 - iv. **On-site Service:** BlueCrest will continue to deliver On-site Service with existing resources and will provide alternate resources if needed on a best-efforts basis.
 - v. **Field Service (on-call and time & material):** BlueCrest will continue to deliver Field Service with existing resources and will provide alternate resources if needed on a best-efforts basis.
 - vi. **Professional Services, Installation, Project Management:** all delivery of Professional Services, Installation, and Project Management services will be evaluated on a case-by-case basis in consultation with customers.
- **Safety Procedures:** all BlueCrest CSRs will adhere to BlueCrest’s health and safety work practice policies regarding COVID-19. For more information and to stay-up-to-date on the evolving situation, please visit www.bluecrestinc.com and the World Health Organization and U.S. Centers for Disease Control and Prevention.

7. Customer Events:

BlueCrest has suspended customer events and will re-schedule such events as soon as possible.