



March 17, 2020

To our valued Customers and Partners:

As the world grapples with an issue of enormous scale and human impact, our hearts go out to all who have been affected by the outbreak of coronavirus (COVID-19).

At AVID Products, we believe it is our responsibility during this time to prioritize two things: 1. Protecting the health and well-being of our employee-owners and their families, our community, and our customers and partners; and, 2. Playing a constructive role in supporting local health officials and government leaders as they work to contain the virus. Mindful of those priorities, we will continue to make decisions with vigilance and courage informed by the latest science-based information and guided by Our Purpose and Values.

I wanted to personally reach out to you and provide an update on the actions that we are taking in support of these priorities. In addition to the travel, event attendance, and visitor restrictions that we recently implemented, effective today we are encouraging all of AVID's employee-owners to work from home. Our goal is to lower the probability of spreading the COVID-19 for us - and the world around us. This action is taken out of an abundance of caution and with the utmost dedication to keeping our employee-owners, our families and our communities healthy.

Via our contingency and preparedness planning, we have worked to ensure our team has the requisite tools required for remote operation, making sure that our systems and critical operational tasks are optimized for daily remote participation. Our Middletown (RI) office will remain open for mission critical persons and tasks, primarily for those functions that require physical presence. In all circumstances, we will ensure a safe and effective operation.

Although the work-from-home program will physically separate our employee-owners, please know with confidence that AVID Products remains fully operational; and that we remain seamlessly connected to each other and to you, our customers and partners.

In these extraordinary times, we are particularly mindful of AVID's Purpose: to Enrich the human experience in meaningful and sustainable ways through our daily interactions, value-based products and service solutions. Over the last few days, we have received many requests from across the spectrum of the markets we proudly serve (e.g. Travel, Hospitality, Education and Healthcare) for some much-needed support as those ecosystems face unprecedented challenges. As AVID has done for nearly 70 years, we will remain a dedicated partner and provider through these trying times.

Thank you all for your collaboration and support, as we the citizens of OUR global community together take the critically important steps to stop the spreading of COVID-19, while continuing to serve those who need us at this extraordinary time.

Tom Finn
President & CEO
AVID Products, Inc.
A 100% Employee-Owned Business