

GV Coronavirus Preparedness

Dear Grass Valley Customer:

As the world collectively deals with the impact of the coronavirus (COVID-19), everyone at Grass Valley shares their thoughts and prayers with those who are suffering from, or directly impacted by, this global health crisis.

Amid the many travel and commercial restrictions that have been implemented worldwide, Grass Valley has business continuity plans in place to mitigate the impact of any service and delivery disruptions that result from the coronavirus outbreak. While some of our components are sourced from areas that have been heavily impacted areas, we've made accommodations within our supply chain to source these materials from areas that continue to provide services.

Our manufacturing locations, while located within geographies with government-ordered restrictions, are operating under exemptions or within those restrictions, as the case may be, so that we may continue to service the needs of the critical communications infrastructure that's keeping the world informed.

We're continuing to follow the recommendations of sources such as the U.S. Centers for Disease Control and the World Health Organization to ensure we're doing our part to limit the spread of this virus.

Below are some questions we've been receiving from partners and customers.

Q: [Has Grass Valley assigned a Business Continuity team to monitor this on-going situation?](#)

A: Yes. A Coronavirus Task Force, led by our SVP of Legal, General Counsel, and SVP HR, Eve Hodnett, is reviewing and defining specific policies in an effort to safeguard the health and safety of our employees and the continuity of service to our customers, to the extent reasonably possible, under the changing circumstances. The task force is comprised of a cross-functional group of leaders from within Grass Valley who will address issues arising from the COVID-19 outbreak and related concerns with both internal and external stakeholders.

Q: [Is there any impact to Grass Valley supply chain and the company's ability to support customers?](#)

A: The Grass Valley supply chain team is continually reviewing the impact of the COVID-19 virus with our supply chain partners. We have been proactively switching to alternative sources of supply, where necessary, to mitigate any supply chain risk caused by suppliers severely impacted by the crisis.

We review our total backlog of customer and service orders on a continuous basis, comparing it to inventory levels and taking action to minimize any service disruptions.

Q: [Will there be any delay in contacting support or on-line support?](#)

A: We expect minimal impact. The majority of our support functions are provided via on-line support and the majority of our support personnel have been provided all the necessary tools to enable secure connectivity in a "work from home" setting so that uninterrupted service can be provided to our customers.

- Support calls that require on-site intervention are being handled by local personnel, where possible. Where travel restrictions make such service impossible, we're working with our clients on alternate solutions.
- We continue to offer hardware advance exchanges through our proven distribution network in the US, Europe and Asia. We are working with our freight carrier partners to minimize shipment delays as they arise.
- Our services delivery teams around the world are engaged with customers to determine alternate ways to continue system implementation projects, training, etc. as needed.

Q: Do you have personal health policies in place to ensure the safe handling of materials?

A: Yes. There are a number of policies that have been deployed in order to ensure the safety of our facilities.

- Manufacturing Staff have been segregated from other functional teams, in each applicable location, to mitigate the risk to our critical manufacturing capabilities.
- All Grass Valley employees have been provided detailed instructions regarding appropriate hygiene that includes:
 - Use of personal hand sanitizer and frequent hand washing.
 - Minimizing personal contact, including handshaking.
 - Cleaning work area and tools at regular intervals during work shift.
 - Sanitizing hands and packing areas between every order prepared for shipment.
 - Use of single use tissues and coughing/sneezing into inner-elbow, as opposed to hands or into an open room.

Q: Do you have other policies in place to protect the general health of your employees and to limit the spread of the virus among Grass Valley personnel?

A: Yes. Restrictions have been placed on international travel, including prohibitions of travel to hot zones. We're also limiting domestic travel to restrict internal, non-essential travel. The Coronavirus Task Force is monitoring changes in COVID-19's spread and adjusting travel policies accordingly in the best interests of our employees and customers. Grass Valley has instructed non-essential employees who are able to work from home, to do so, and has ensured that access has been provided to secure communications and tools to enable business continuity.

- Visitation to Grass Valley facilities by customers and vendors has been curtailed – only critical site visits are allowed. We are in the process of implementing a procedure (where permitted by local law) where visitors are pre-screened prior to their visit and such visitors will have his/her temperature taken upon entry. Such visitors with a temperature over 100° F will be denied entry.
- A number of Grass Valley locations have been temporarily closed in accordance with local, regional or national orders. Associates who regularly work out of these facilities have been provided Work From Home guidelines.
- Grass Valley employees who have been exposed to the virus, or think they may have been exposed to the virus, have been asked to self-isolate for at least 14 days and to consult their local HR partner before returning to work.
 - Grass Valley locations that have experienced exposure will be emptied and disinfected, according to guidelines provided by the World Health Organization.