

June 29, 2020

Dear Valued Customer:

I thank you for your ongoing support of MacDermid Graphics Solutions LLC. These times during the COVID-19 health crisis are not easy, but I assure you MacDermid is here to help in any way. As the situation around the COVID-19 Coronavirus continues to evolve, our utmost concern has been for the health and safety of our employees, customers, suppliers, and everyone's families. We have taken appropriate steps to continue to serve your business while keeping the health and well-being of our customers and our employees in mind. To that end, MacDermid has developed, implemented, and continued to revise our business continuity plan to support our customers during the COVID-19 crisis by:

- Having our MacDermid Support Team telecommute, while maintaining our regular hours of operation
- Staggering work schedules for our employees whose jobs require them to work in our offices or manufacturing facilities to minimize potential contact and allow for proper social distancing
- Providing our MacDermid Support Team with laptops (inclusive of the appropriate software) and internet and systems access to conduct business as usual
- Offering customer and technical support via Microsoft Teams meetings and other videoconferencing systems to address your needs
- Offering guidance and remote training for installations or audits if we are not able to be on-site due to travel or other restrictions
- Changing on-site meetings to video or audio calls via Microsoft Teams and other videoconferencing systems
- As your facilities' begin accepting visitors, including MacDermid employees, we have provided each employee with all proper PPE, and have implemented sanitization requirements for all items our employees will bring into your building

As we work to open our offices in Atlanta, GA U.S., and around the world, we are following national and local guidelines and implementing plans for the safety of our employees and their loved ones including:

- Proper PPE available for each employee or visitor in the building including hand sanitizer, disposable gloves, and face masks
- Daily deep cleaning and sanitizing of the buildings, and frequent sanitizing of high touch areas during normal work hours
- Setting and enforcing maximum occupancy for both the buildings and common areas within the buildings
- Social distancing guidelines for high traffic areas
- Mandatory daily at-home self-screening before entering the MacDermid or customer facilities

MacDermid will continue to revise our business continuity plan as this health crisis unfolds. We will keep you informed of changes to our customer support during this time. If you have any questions, feel free to contact your Account Manager or a member of our MacDermid Support Teams listed on the following pages.

I want to assure you we are dedicated to the health and safety of our employees, their families, you, and your loved ones. If you have any questions for me, please reach out, my contact info is listed in the closing. Again, we appreciate your business and will continue supplying world-class products and services that you know and trust.

Sincerely,

Brad Wills

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Senior Vice President and Global General Manager

MacDermid Graphics Solutions LLC



Customer Service Operations remain fully functional and are supporting all customer needs. Below is a directory to reach our support team.

U.S. & Canada

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