



March 16, 2020

To Our Valued Partners,

We at Signature Graphics take the global uncertainty that surrounds the coronavirus outbreak exceedingly serious. The health and well-being of our employees, customers, and supply chain partners is of primary importance to us.

Signature Graphics, and our parent company Omnicom Group, have well-established procedures to maintain the level of responsiveness you have grown accustomed to from us as well as the assurance that we will continue operations at our full capacity. Omnicom's Global Business Resiliency and Supply Chain Incident Management Teams are closely monitoring the situation and communicating with our Executive Management Team daily. Through collaboration with Omnicom, Signature Graphics will continue to coordinate business continuity measures to ensure that this continues to remain the case.

We have implemented strong processes to protect our employees that include travel restrictions, avoidance of face-to-face meetings, and encouragement of working from home where applicable, as well as divisions of labor in our manufacturing facility. We are also working closely with suppliers to assess future needs and minimize any potential service impacts.

We value your trust in our company, and we will do our best to mitigate any disruptions of service. Our staff remains accessible and responsive, and you may communicate with them by way of email, telephone, or videoconference.

Sincerely,

Signature Graphics' Executive Team

Timothy Guse - CEO / President

Steve Whitaker - Executive Vice President - Sales



Signature Answers Common Questions Asked by Clients About Our Response to the Coronavirus Event

Effective: March 13, 2020

1. BUSINESS CONTINUITY PLANNING

What precautions and preventative measures do you have in place as part of your business continuity plans to ensure your operations are not impacted by the COVID-19 outbreak?

Signature Graphics maintains a comprehensive business continuity framework requiring all our agencies to document, manage, and maintain business continuity and disaster recovery plans, which include Pandemic planning and guidance. These protocols have been activated to ensure the safety of our people and the continuation of business operations. To date, Signature Graphics nor any of our agencies are experiencing any material/significant impact to operations of client service due to the current **COVID-19** (coronavirus) threat. Signature Graphics and our agencies will continue to follow the advice of the appropriate national, local, and city regulatory authorities, including the U.S. Centers for Disease Control and Prevention (CDC) and the U.K. National Health Service (NHS), as well as the World Health Organization (WHO).

2. IMPACT TO DELIVERY OF CLIENT SERVICES

What measures are you putting in place to ensure that the services you provide to clients are not impacted due to a COVID-19 related incident?

To date, we have not experienced any material/significant impact on the ability of Signature Graphics or our suppliers to deliver services to our clients. We continue to work with our suppliers to ensure employees remain safe and that we are able to comply with all current governmental guidance. We will adapt our operations as needed to protect our employees and our business.

3. TRAVEL RESTRICTIONS

What travel restrictions have put into place as a result of COVID-19?

Signature Graphics has established guidelines for employees' business-related travel. The guidelines restrict all business travel, both domestically and internationally, unless specifically approved by the executive leadership.

Signature Graphics' plan includes ongoing information to our clients as we actively monitor the situation and its impact.

4. MEETING & EVENT LIMITATIONS

What limitations have been imposed on attendance at meetings and events?

Participation in conferences, festivals, and large group meetings have also been prohibited through at least *March 27, 2020*, and this policy will be revisited regularly. We continue to encourage our employees to use teleconferences or video conferences as a substitute for in-person meetings, wherever possible.

5. REMOTE WORKING CAPABILITIES

What remote working capabilities have been established for your employees?

Signature Graphics recognizes that developments may require our employees to work remotely and have taken steps to ensure that our IT infrastructure can support any increased demand for remote connectivity into our IT infrastructure. The majority of our employees have company-issued laptops with the capability to remotely access systems, data and files that are stored in cloud and SaaS-based services, and systems and data that are located in our on-premise data centers behind firewalls where we use tools such as VPN and other remote access capabilities. For those files and systems that are on premise that do not support remote access, such as video editing suites, our agencies have risk mitigation strategies in place to migrate workloads to geographically dispersed facilities around the globe for the continuation of services.

6. SUPPLY CHAIN

What steps have been taken to identify and mitigate any business continuity risk resulting from your suppliers delivering products and services that support your clients?

As part of our Business Continuity plans, we have collected and evaluated the business continuity plans of critical suppliers and continue to assess our overall supply chain risk. Signature Graphics is working closely with all third-party service providers and subcontractors, and to date, we are not aware of any significant impact to business operations or delivery of client services as a result of supply chain disruptions.

7. EMPLOYEE COMMUNICATIONS

How are you communicating with your employees during the COVID-19 related period?

Employee communications are occurring as the need arises. The needs are based on changing conditions resulting from actual events, governmental communications, and health authorities' warnings. All employee communications are coordinated between Signature Graphics, Network, Practice Area, Agency Leadership, and our HR, and IT teams to ensure consistency in approach and communications globally.

8. EMPLOYEE HEALTH AND SAFETY

What measures are you taking to maintain your employees' health and safety?

Employee safety remains a top priority for us. Notifications to reinforce hygienic practices have been placed in common areas of our offices. We have instituted enhanced office cleaning procedures in our facilities along with placing supplemental antibacterial wipes and hand sanitizers in lavatories, kitchens, and other common areas.

9. SELF QUARANTINE

What steps are in place to reduce potential infection in your company?

Employees who are returning from personal or business trips from any affected area have been advised to not return to the office for 14 calendar days even if they don't show signs of illness, to seek medical attention if necessary, and to keep our incident response teams informed of any new developments, or if assistance is needed. This also applies to any employee who has had a member of their household return from a trip to any of these areas. Any employees who are sick or exhibit symptoms of sickness are asked not to enter our offices.

We are leveraging multiple channels to align with public health recommendations to ensure the well-being of our teams and those of our partners.

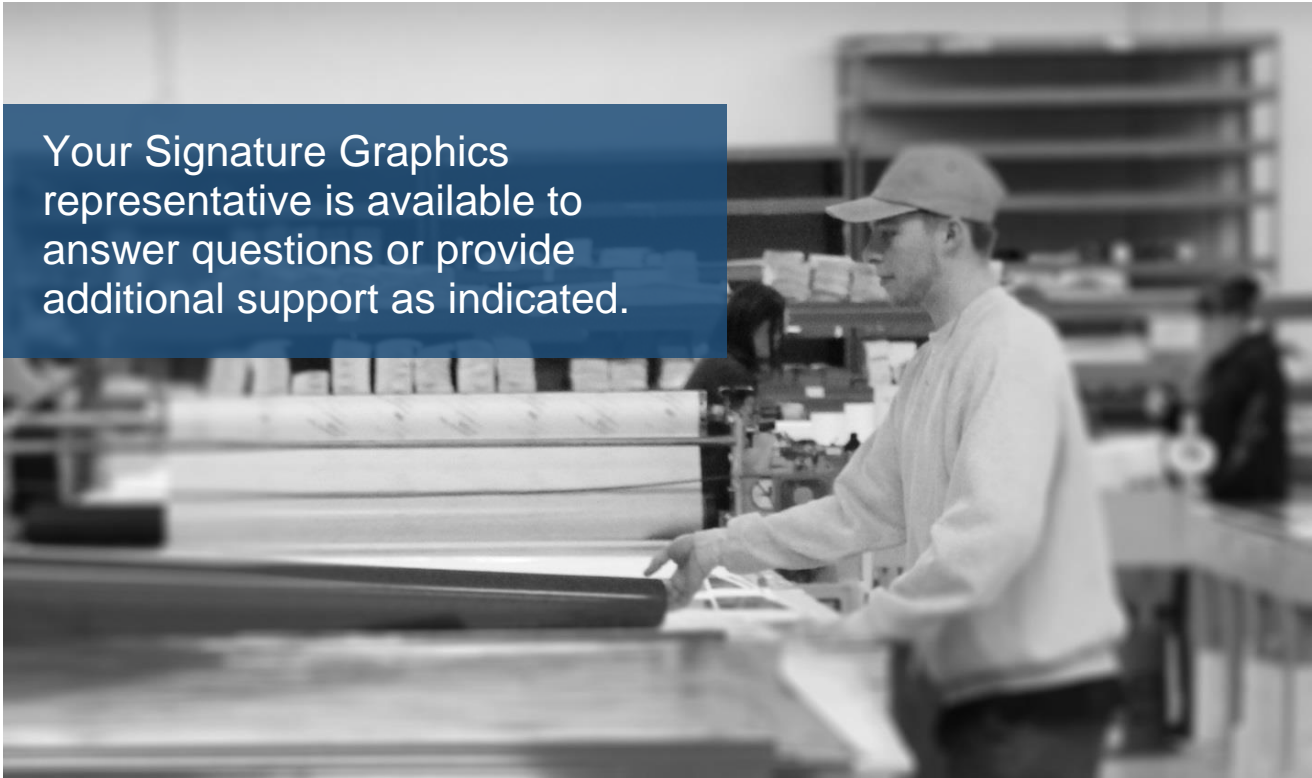
10. CLIENT UPDATES

How will you ensure you keep clients updated should you experience any material/significant impact on your ability to provide quality services to your clients?

Signature Graphics is focused on the well-being of our employees and them providing our clients the continuity of quality service. We will continue to actively monitor and manage the COVID-19 situation as it relates to us, our employees, and our clients. We will issue updates to our communications as necessary.

Signature Graphics' Commitment to You

Signature Graphics remains committed to the continuity of all our services, and partnering with our clients to support the health and well-being of their people throughout this period of escalated concern.



Your Signature Graphics representative is available to answer questions or provide additional support as indicated.