

## **COVID-19 – RAD Update – March, 24, 2020**

Thank you for being a valued member of the RAD's ecosystem of dealers, end-users and supply chain partners.

Together we are bringing advanced Autonomous Remote Solutions to help business improve performance and save money.

### **RAD Business Continuity Assurance**

RAD has a Business Continuity plan in force, some of the details of which are listed here.

- RAD's business culture, organization and structure is, by original design, remote and redundant. RAD's team members work remotely with the exception of the two build teams (California and Canada). The build teams are redundant to each other meaning that if one production location is shut down the other location can still produce and output RAD solutions.
- Every RAD employee has a 'shadow', which is generally 1-3 other employees that can cover for them in the event they are incapacitated. All code is securely backed-up.
- RAD utilizes extensive cloud services similar to how we provide services to our clients and features the same maximum uptime QOS.
- RAD is strictly enforcing social distancing. Employees at build centers coordinate schedules to minimize exposure. Surfaces are routinely disinfected.
- Our global suppliers have all reported they are 100% back to work.
  - China: We have redundant manufacturers in China for our custom milled plastic bodies and touchscreens. There were some service interruptions while China was in the midst of dealing with the epidemic, but all vendors have assured us they are 100% back to work. Note that all RAD units are 100% made & assembled in either the US or Canada although various parts are sourced globally.
  - We have suffered minor interruptions of local (US) supply issues related to non-essential vendors but the exact details of that are yet to be fully realized and at this moment have slightly impacted some lead times. It is reasonable to expect that shipments during a period of time of strict quarantine will not have graphics on them, and that there could be some shipment delays as essential shipments are prioritized over RAD, but we don't expect these delays or impacts to be overall significant vs the utility and longevity of the RAD solution.

### **Updated RAD Operating Details – Channel & Customer related**

RAD employees are on absolute travel restriction. There will be no in-person demonstrations, meetings or service calls by RAD employees. To avoid loss of service:

1. RAD is launching ‘touchless implementation’. This is where local 3<sup>rd</sup> parties complete the physical installation. RAD performs all other training and support remotely. Currently we perform approximately 25% of our implementations in this manner so we see no issue increasing this to 100%. RAD will continue to manage the process and it will be seamless. Outside of either 4 screws/bolts + plugging the unit there are no other onsite setup required so this is not an issue.

*All devices will be cleaned prior to shipping and shipped with anti-septic wipes for whomever is opening the box and installing the unit.*

2. RAD has had to perform approximately 6 on-site service calls in over 300,000 production operation hours. RAD will continue to utilize local resources as needed in the event an on-site call is needed. This is not a change from our typical business operations.
3. Sales support demonstrations will all be remote and supported by staff as necessary to demonstrate various features in real time. Due to the nature of RAD’s solution, this type of demonstration is more complete and bringing a physical device to a client location for demonstration.

### **Moving Forward**

RAD’s unique solution platform is even more in-demand in this current climate – and demand will grow even more rapidly as businesses seek to minimize costs due to economic hardship.

RAD is well-positioned to support our channel and end-user partners better and better as the year progresses. Our target of 14 days from PO to implementation remains. Our hardware & software roadmap remain.

Overall, our focus on delivery near-perfectly reliable high value solutions remain.

Our team looks forward to strengthening our relationship during this time and beyond.

Our fond regards and best wishes for your health, safety and security,

***Your RAD Team***