

April 8th, 2020

A Message from Spectrum Dynamics Medical: Update to COVID-19

Dear Valued Spectrum Customer:

Healthcare providers managing patients during the COVID-19 pandemic are confronting new and unique operational and business challenges. During this time, our focus is on supporting you and the safety and well-being of our employees. We know our sales and technical support teams are vitally important to support you, as well as the communities where we serve. Many of you continue to provide nuclear medicine clinical services under the current conditions and we have listened carefully to your concerns at this time. We have adapted how we deliver services to you and are committed to do our part in being flexible at this time.

Please know that we are vigilantly monitoring the situation and have taken the necessary precautions to ensure our ability to continue running our business and provide continuous support to all our valued customers globally. At Spectrum, we are following both mandated instructions and regulations to assure safe and healthful working conditions. To date, we have seen only minimal disruptions to product and parts availability, however we continue to monitor the situation carefully for any signs of interruption beyond our ability to quickly implement an alternative solution. Our commitment is to keep you informed of any potential changes to our provision of customer support during these challenging times.

Customer support: Hours of operation have not changed, and our processes will remain stable, even if part of or all our employees are required to work from home. Our teams have been instructed to work with customers through digital channels as much as possible in support of social distancing and keeping in-person interactions to a minimum. The Spectrum Dynamics service teams are following guidelines and restrictions established, per country and each customer site.

We highly encourage our customers and technical support teams to utilize our robust remote service diagnostics tools to provide more rapid problem resolution. Some onsite technical service visits (if necessary) may possibly be affected by travel restrictions, however at this time our local in state or in country partner field service engineers are available for system maintenance as required. We are encouraging our Global Sales Teams to proactively reach out to you and ensure we are responsive to your needs. We welcome the use of video conferencing to provide sales follow up and applications training to insure we provide a safe environment for everyone.

Spectrum family: The health and safety of our global employees is our top priority. We are closely following government and WHO guidelines to stay safe during this crisis. In response to this information, Spectrum has taken several steps to ensure business continuity and the continued health and safety of our employees:

- Suspended all non-essential business travel.
- Video conferencing as way of conducting business.
- Most of our global employees are equipped to work remotely.
- Our IT systems are designed to support a remote work force and our D-SPECT and VERITON-CT installed base.
- We encourage all employees to follow all the recommended precautions that help prevent the spread of COVID-19.

Please let us know if there is any additional information you would like to receive. We wish you and your families stay safe and healthy during this unprecedented time.

Gilad Yoeli, CEO
Spectrum Dynamics