From our CEO

25 April 2020

To our valued customers and partners,

I hope this update finds you, your colleagues and your loved ones well. At Lexmark, we continue to focus on the health and safety of our customers, partners and employees, while keeping our commitments to you.

Early in this crisis, Lexmark implemented our global business continuity plans. Doing so has enabled us to deliver hardware, supplies and parts without material disruption. Be assured, Lexmark has maintained global product availability across our portfolio. Our robust IT systems are supporting the thousands of employees who are working from home, including our technical support staff. And our services team continues to work at customer sites as needed, with enhanced health and safety protocols.

I'm proud of the way our team has come together to serve customers across the globe under these unprecedented circumstances. We recognize that printing and scanning support many critical business processes in key industries including healthcare, government, education, manufacturing, retail and financial services. We are ensuring that our customers have access to the devices, supplies and services necessary to serve their own customers.

We extend our heartfelt gratitude to the first responders, medical teams, pharmacists, retail and delivery workers, and all those working on the front lines of the pandemic. We are privileged to serve many of them. Some have taken the time to send us a note of appreciation, and that is incredibly meaningful to our Lexmark team.

We recognize that your priorities may have shifted as we work our way through this global crisis. But as you consider your print environment, please know that Lexmark is here to serve you. As always, your account manager is your direct line to Lexmark and they can help you prepare for an evolving situation. Here are a few opportunities that may be useful to explore during this time:

▶ Remote device configuration and support tools help keep your devices online and secure from any location, including home offices.

▶ Cloud-based print management infrastructure reduces your IT burden, provides flexibility to meet changing print needs, and supports a broader virtualization strategy.

▶ Simple scanning solutions improve collaboration and document access for teams that are now more distributed than ever.

▶ Enhanced access to services and software solutions, special terms and conditions, and a webinar series featuring COVID-19 service and solutions topics help Lexmark partners and distributors become better equipped to serve our mutual customers.

In these difficult times, it is heartening to see stories of people helping people. It should come as no surprise that Lexmark employees around the globe are doing what they can to help others despite personal and professional challenges. I want to share just a few examples of ways our teams are giving back to their communities in this time of extreme need.

- At our Lexington, Kentucky, headquarters, our Prototype Technology Center (PTC) team is making protective face shields for a local hospital in desperate need. You can learn more about this effort **here**.

- In Cebu, Philippines, Lexmark employees have participated in fundraisers and food drives, and provided meals to those working tirelessly to protect the city at military checkpoints and in hospitals.

- A Lexmark team in Spain designed and built a medical ventilator from scratch, which they are now working to industrialize.

- In Kolkata, India, a Lexmark employee worked with SAGE (Stripes and Green Earth) to prepare and distribute homemade sanitizers to the forest fringe of Sunderbans village.

We continue to update the **Lexmark COVID-19 Response** page on our website to help keep you informed. You may also feel free to reach out to your account manager with any additional questions or needs, or contact the team at **status.update@lexmark.com**.

Thank you for trusting Lexmark with your business. Stay safe and well.

Regards,

Allen Waugerman
President and Chief Executive Officer