



## Hyosung Key Messages for COVID-19

February 28, 2020

### KEY POINTS

- Hyosung has experienced no COVID-19 coronavirus-related health issues and we are fully operational.
- The health and wellness of our customers and employees are paramount, and Hyosung employees are observing all health and safety guidelines, including travel guidelines, recommended by the Centers for Disease Control (CDC) and other US health and safety authorities.
- Hyosung employs a variety of best practice(s) business continuity, health and safety measures to ensure seamless operations.
- We monitor the global situation and our own supply chain and service delivery operations closely and will provide additional information as needed.
- All transportation of products and parts are taking place normally. Should one plant experience a stoppage or delays, at this time, all products can still be supplied by our other operations.

### GENERAL STATEMENTS

- Current Situation: Hyosung and COVID-19 – General Statements

#### 1. Health and service interruption inquiries:

Nautilus Hyosung America employs a variety of best practice business continuity, health and safety measures to ensure seamless operations. At this time, our company has experienced no COVID-19 coronavirus-related health issues and we are fully operational. We continue to monitor the global situation closely and will provide additional information as needed.

#### 2. Supply chain inquiries:

Nautilus Hyosung America employs a variety of best practice(s) business continuity, health and safety measures to ensure seamless operations. At this time, we are fully operational and have experienced only minor instances of work product or service interruptions due to

current COVID-19 coronavirus-related logistics restrictions in some Asian countries. We have experienced no other COVID-19 coronavirus-related issues, but we continue to observe all WHO and US Government guidelines for employee travel and monitor the global situation closely. We will provide additional information as needed.

## **FOR EXTERNAL INQUIRIES**

- Has Nautilus Hyosung America been impacted by COVID-19?

No. Nautilus Hyosung America is fully operational and serving our customers with the same level of commitment and dedication as always. The health and wellness of our customers and employees are paramount, and Hyosung employees are observing all health and safety guidelines, including travel guidelines, recommended by the Centers for Disease Control (CDC) and other US health and safety authorities. To date, there has been no business impact on Hyosung from COVID-19, and all Hyosung operations continue normally.

- What are you doing to monitor COVID-19 and mitigate risks?

Nautilus Hyosung America employs a variety of best practice(s) business continuity, health and safety measures to ensure seamless operations. We monitor the global situation and our own supply chain and service delivery operations closely and will provide additional information as needed. We have full business continuity plans and teams in place should we experience any material delays or issues.

- Have Hyosung factories been impacted?

Nautilus Hyosung America products are manufactured in South Korea, with an additional factory in China. Additionally, some components are sourced from Japan. Our manufacturing operations are highly automated and not labor-intensive. Consequently, Hyosung facilities and those of our suppliers are fully operational and have had no COVID-19-related issues.

- Is Hyosung experiencing supply chain delays?

No. All shipping of products and parts are taking place normally. Should one plant experience a stoppage or delays, all products can still be supplied by our other operations. Our supply chain experts are monitoring the situation closely we will provide additional information as needed.

- How would any mandated shipping restrictions impact my relationship with Hyosung?

You should experience no interruptions to your existing Hyosung services as a result of any government-imposed supply chain restrictions. Here in the United States, we have a 12-month current stock of spare parts and components. At present, there are no supply chain delays, including on the delivery of new ATMs or components from Asia. Should any restrictions be imposed, we would provide additional information as needed.

- What is Hyosung doing in the event supply chain disruptions are a long-term issue?

Hyosung's business continuity and supply chain teams routinely test scenarios for different global and economic conditions, including various long-term scenarios.

- Is there a risk that Hyosung products imported from Asia contain COVID-19?

The Centers for Disease Control (CDC) reports the virus has a poor survivability on surfaces, and Hyosung products are customarily imported over a duration of 90 to 120-days. The CDC has stated there is no evidence the virus can be imported on surfaces, including packaging materials such as bubble wrap.