



FOR IMMEDIATE RELEASE

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COVID-19

Update for Customers

[Pompano Beach, FL March 16, 2020]

This document answers some questions about IC Realtime's preparedness for continued business operations.

Q: What is IC Realtime's preparedness in case non-essential, on-site employees are required to work remotely?

A: IC Realtime provides the capability and technology for Sales, ICare Customer Support and Technical Support to carry on business operations remotely. In order to help reduce the spread of COVID-19, our office will be closed to all walk-in visitors until further notice. Any employee who is not feeling well will be asked to either work from home if capable or take sick leave.

Q: Does IC Realtime operations, sales, and support staff have remote access capabilities in order to function normally?

A: Yes, all IC Realtime staff responsible for maintaining our systems, support and sales have remote access to all systems required to maintain full daily operations of IC Realtime without disruption.

Q: Is the COVID-19 (coronavirus pandemic) having a negative impact on inventory levels and the ability to ship inventory domestically?

A: No, at this time, we are shipping as normal out of our two US facilities to all customers in North America. To date, there has been no information provided from our factories in China and South Korea that would indicate a delay in raw materials or the manufacturing of IC Realtime equipment. Inventory is mostly at normal stocking levels and we do not anticipate any change.



Q: Has IC Realtime imposed a travel ban for its employees?

A: Yes, IC Realtime employees are instructed not to travel for business and are encouraged to follow the guidelines of the CDC with regards to social activity and travel at least through the month of April.

The information in this document is provided as of March 16, 2020. If there are any changes that affect our customers, we will provide an update.

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About IC Realtime

Established in 2006, IC Realtime is a leading digital surveillance manufacturer serving the residential, commercial, government, and military security markets. With an expansive product portfolio of surveillance solutions, IC Realtime innovates, distributes, and supports global video technology.