



March 2020

To our valued customers and partners,

For all of us, these are unprecedented times as the coronavirus disrupts global markets, as well as our daily personal and work routines. At Cerence, we are working hard to ensure our employees' health and safety, while maintaining our business operations, meeting each of our customer commitments and staying flexible as demands shift. As we closely monitor the evolving situation, we are laser-focused on our ability to deliver the high-quality service, innovation and stability you expect of Cerence.

While we know you hold the well-being of your workers and the global community above all, we also recognize that the automotive industry is facing significant challenges. In these uncharted waters, please know that we stand with you in solidarity and will continue to support you however we can. This starts, first and foremost, with ensuring consistent and uninterrupted delivery of business and customer commitments. Collectively, we all are resilient innovators that have persevered throughout modern history, and I am confident that together we can overcome this new hurdle in front of us.

Thankfully, across our business, we have not experienced significant interruptions at Cerence as a result of the global pandemic. However, out of caution, common sense and local laws and guidelines, we have implemented a number of steps to address the pandemic and maintain continuity for the business. As part of a new mode of operations for our business, we have:


- Established a senior-level Crisis Response team that meets daily and provides regular updates to our leadership team with an ability to act quickly and decisively.
- Created communications protocol and channels to keep our employees informed throughout the epidemic through our intranet, email and special bulletins as needed.
- Stopped all business travel for our employees until further notice.
- Implemented a remote work policy for everyone (except our China employees that are returning to offices now) to enable people to work from home and conduct business and tasks on schedule. We identified all critical business processes and verified the ability of employees supporting those to work remotely. All Cerence employees can or have been able to work remotely.
- Tested employees' ability to work remotely and ensured the proper IT and technology resources are in place to support greater loads on network, security and other technology-based systems.
- Ensured our Cloud Services systems architecture and support model allow us to provide services 24 hours a day, 7 days a week. The design and rigorous testing give us confidence that we can continue to deliver uninterrupted services to our customers and partners.

Despite the restrictions and broad inconveniences, we have provided our teams around the world with the tools, guidelines and support to work effectively and productively on your behalf. As we navigate these challenging times together, we are dedicated to employee safety and equally to the ongoing support of our customers. We've conducted a thorough review of our business plans and innovation roadmaps, taking the time to stress-test them to ensure we can continue to deliver for customers in the next months. We have directed employees toward programs of greatest need and creatively apportioned resources to support projects with people on the ground—first, to address the early outbreak in China and, now, supporting other locations as our China operations are returning to normal.

We deeply appreciate the trust and confidence you place in our business. We will do everything in our power to ensure the safety and well-being of our employees and work to prevent any disruption to our operations. While it has been hard, our workforce has embraced this new mode of operation for our company and demonstrated a tireless collaboration on behalf of customers and partners. We are prepared and positioned to serve you as needed—and will continue to support you as we work together to come out the other side of this.

From everyone at Cerence, we wish you, your families and your colleagues the best in health and prosperity during these times.

Stay well,

A handwritten signature in blue ink that reads "Sanjay Dhawan". The signature is fluid and cursive, with the first name being more prominent.

Sanjay Dhawan
CEO, Cerence Inc.