

## Major Customer RFP Update

16 August 2023

On 17 July 2023, SDL advised that its largest customer had indicated it intended to shortly issue a request for proposal (RFP) tender for the communications programmes that SDL supplies.

The customer has notified SDL that it has now decided to not release the RFP until early next year.

SDL reiterates that the RFP is not related to any service quality issue, in fact the customer advised it is very satisfied with SDL's service quality and operational flexibility, which has helped save several million dollars in costs to date, in what are technically complex, global communications programmes. The RFP is part of the customer's regular review and tendering of its major contracts.

SDL advises that this customer provides a very material contribution to the Company's financial results.

A further update will be provided when the RFP tender is received.

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