



# ENTRUST

## COVID-19

FREQUENTLY ASKED QUESTIONS (FAQS)

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# COVID-19 FAQs

Last Updated: February 17, 2021

## General Mitigation Efforts

Entrust has a robust business continuity program in place, anchored by a comprehensive global pandemic response plan. Our entire leadership team is focused on managing the COVID-19 crisis to minimize impacts on our clients, partners, and colleagues.

Our Crisis Management Team monitors recommended best practices from experts like the World Health Organization (WHO) and the US Centers for Disease Control and Prevention (CDC). We are also monitoring how governments around the world are taking action to slow the spread of the virus.

We are committed to minimizing disruption to our clients' business by continuing to provide essential IT infrastructure support, on-site technical service and support, and manufactured hardware to the extent allowed under government guidance.

## Protecting Employees

**What precautions are you taking to protect and mitigate the spread of COVID-19 among your employees?**

With the exception of limited jurisdictions where non-essential workers have been allowed to return to the office, our employees who can work from home are required to do so, with protocols in place to ensure employees are working securely. Most of our employees are able to work remotely.

Health protocols for hygiene, including social distancing, are in place for facilities where employees cannot work from home, and we are monitoring and adhering to evolving guidance from local government authorities and world health organizations. Key leaders in our organization have designated back-up leaders in the event they are unable to work for a period of time.

**Are any of your offices closed at this time?**

Our office in India is currently closed per local government mandate. All other facilities remain open for essential services. We have continued staffing on-site personnel where needed to perform critical cybersecurity, IT infrastructure, physical manufacturing, and distribution responsibilities.

In the United States and Canada, Entrust hardware and software solutions qualify as critical infrastructure under relevant guidance (see the United States' Department of Homeland Security's Cybersecurity and Infrastructure Security Agency (CISA) guidance at <https://www.cisa.gov/identifying-critical-infrastructure-during-covid-19> and Ontario's Provincial Order regarding essential businesses at <https://files.ontario.ca/moh-enhanced-provincewide-shutdown-2021-01-12-v2.pdf>). The Entrust facilities where we develop, manufacture, supply and support printing and issuance systems that produce credit and debit cards, passports, ID cards, and licenses and develop and support software and hardware for authentication, secure communication,

digital certificates and encryption have remained operational through shelter-in-place and stay-at-home orders.

### **What is your employee travel policy at this time?**

We have restricted business travel and are limiting visitors to our locations. The Entrust Travel Committee, which is comprised of several of our executive team members including our CEO, reviews any requested exceptions to these policies.

For employees who believe they may have been exposed to COVID-19, we have put measures in place to ensure that they test and/or quarantine in accordance with internal guidance. We have also instituted enhanced cleaning procedures for affected employees' workstations and the surrounding areas.

## **Business Continuity**

### **Does your organization have a contingency plan in place to respond to impacts from COVID-19?**

Yes, we have a robust business continuity program in place that includes a comprehensive global pandemic response plan. Under that plan, senior leadership assigns a phase level designation for the corporation as well as for travel and office restrictions. The plan guides each functional area through necessary actions to be taken to ensure business continuity and provide general and specific guidance for employees working remotely. We have identified interim leaders for each of our key executives should they be unable to work for a period of time.

### **Where do you manufacture your products?**

Our hardware products, including payment card and ID printing systems, are manufactured at our headquarters facility in Shakopee, Minnesota. Our hardware security modules (HSMs) are manufactured in the United Kingdom and the United States.

### **Where are your suppliers located? Have you experienced supply chain disruption?**

Entrust has multiple supply chain hubs around the world to serve our customers globally. This redundancy in concert with our business continuity plans for our US-based manufacturing facility provides resiliency in our operations and our continued ability to serve customers.

We are not currently experiencing supply or service issues and we will communicate promptly should this change. We are actively managing our supply chain operations and will take additional steps as needed to meet the needs of our customers. We are speaking with suppliers and distribution hubs daily to quickly identify any potential supply or operational issues.

## **Support and Service**

### **How do you provide customer support?**

We provide support by phone and email for our global customers and partners. To contact support for your product and region, visit <https://www.entrust.com/pages/contact-support>.

**What steps have you taken to address potential impacts associated with third parties that support your operations?**

We have proactively provided physical suppliers with letters needed to assist them in applying for formal exemptions and designations as essential suppliers to ensure continuity during shelter-in-place orders, where applicable. There is no impact with respect to third-party providers who support our software operations, as their services can be provided remotely.

**Can Entrust continue to provide service during shelter-in-place orders?**

While shelter-in-place orders vary by state and region, we believe we qualify as providing essential services under these orders and can continue to manufacture, deliver product, and provide on-site support and service to our customers, in addition to remote service and support. Our on-site service technicians carry letters with them to this effect in those areas with shelter-in-place orders where customers remain open and continue to request on-site service and support.

**Do you have instructions for how to clean and disinfect our printers and systems?**

Yes. We have distributed guidelines for customers to clean and disinfect Entrust printers and systems to best protect machine users and operators. If you did not receive these guidelines, please contact your Entrust representative or email [crisisresponse@entrust.com](mailto:crisisresponse@entrust.com).

## Suppliers

**What steps have you taken to address potential impacts associated with third parties that support your operations?**

We have proactively provided physical suppliers with letters needed to assist them in applying for formal exemptions and designations as essential suppliers to ensure continuity during shelter-in-place orders, where applicable. There is no impact with respect to third-party providers who support our software operations, as their services can be provided remotely.

**Are you experiencing delays or issues with any of your suppliers as a result of COVID-19?**

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We are not currently experiencing supply or service issues and we will communicate promptly should this change. We are actively managing our supply chain operations and will take additional steps as needed to meet the needs of our customers. We are speaking with suppliers and distribution hubs daily to quickly identify any potential supply or operational issues.

## Ongoing Communications

**What are your procedures for communicating to customers potential business interruptions?**

We have sent out email communications apprising our customers and business partners of our response measures to date and will continue to do so as warranted. For more information on COVID-19 related issues, customers can contact their Entrust representative or email [crisisresponse@entrust.com](mailto:crisisresponse@entrust.com).