



Entrust Epidemic & Pandemic Global Response Plan Executive Summary

Introduction and Purpose

Entrust is committed to safeguarding the interests of its colleagues and customers in the event of an epidemic or pandemic. As a component of its Business Continuity Management Program, the Company has in place an Epidemic & Pandemic Global Response Plan to protect the health and wellbeing of Entrust colleagues, safeguard corporate assets and environments, and ensure continuous availability of our products and services to customers. The document is meant to prepare Entrust to respond to an epidemic or pandemic in a timely manner and to quickly assess potential impact to critical business functions. It is a specific incident response plan and a supplement to the Company's existing Business Continuity Management Program.

Functional business recovery plans are already in place for much of the enterprise as part of the Business Continuity Management Program; however, responses to epidemics and pandemics are under the guidance and direction of the Enterprise Crisis Management Team (E-CMT) which is comprised of senior leaders, including the CEO. The Epidemic & Pandemic Global Response Plan is used in conjunction with procedures outlined in existing functional business recovery plans.

Entrust Priorities

In the event of an epidemic or pandemic, Entrust's priorities are as follows:

- Protect and support the physical wellbeing of colleagues;
- Ensure clear, consistent, and continuous communication to colleagues, customers, partners, and other key stakeholders;
- Minimize disruption to customer service and support (including maintenance of hosted environments); and
- Minimize disruption to the supply chain and hardware fulfillment.

Governance

For each incident, the E-CMT appoints an Operations Coordinator. That individual coordinates with team leads and alternates as identified in existing business continuity procedures. Where a business continuity plan has not been drafted for a specific area of the business, the appropriate senior leader appoints a team lead and alternate. The E-CMT and Operations Coordinator remain in daily contact to ensure questions and concerns are escalated appropriately from the business and items for execution that result from E-CMT decisions are conveyed to the business for action.

Entrust Response Levels

In the event of an epidemic or pandemic, defined response levels for the Company as well as travel and office restrictions are posted on an internal Crisis Management page and updated regularly. The decision

as to what phase the Company is in according to the Entrust Response Level Matrix is made by the E-CMT and documented in writing by the CEO or CFO.¹

Entrust Response Level Matrix

Phase 1-2	No existence of special risk factors. No travel or office restrictions in place. Continue normal business operations.
Phase 3-4	Special risk factors exist. Some travel and office restrictions in place. See general and specific guidance contained in this plan for details.
Phase 5	Special risk factors exist. Escalated travel and office restrictions in place. See general and specific guidance contained in this plan for details.
Phase 6	Special risk factors exist. Maximum travel and office restrictions in place. See general and specific guidance contained in this plan for details.

Travel Restrictions

Phase 1-2	No travel restrictions in place.
Phase 3-4	Colleagues may travel for internal and external business meetings, but non-essential travel should be rescheduled, if possible. Colleagues who wish to travel to known affected areas must first receive approval from their senior leader as well as the Entrust Travel Committee.
Phase 5	Colleagues may only travel for external business meetings, and only if critical and an essential need exists. Colleagues who wish to travel must first receive approval from their senior leader as well as the Entrust Travel Committee.
Phase 6	Travel for internal and external business meetings is prohibited. Exceptional approval may be granted by colleague's senior leader and the Travel Committee.

Office Restrictions

Phase 1-2	No office restrictions in place.
Phase 3-4	Colleagues may work in assigned office locations but should practice good etiquette and hand hygiene. Sick employees should stay home. Colleagues who have traveled to known affected areas should self-quarantine and work from home for the incubation period as reported by the World Health Organization (WHO) or local public health authority.
Phase 5	Colleagues may only work in assigned office locations if they cannot work remotely and their function is considered essential and/or critical. All other colleagues should work from home.
Phase 6	Complete location shutdown. All colleagues must work from home.

¹ Assigned phase levels will largely be based on the pandemic phase descriptions (1-6) as defined by the World Health Organization (WHO).

General Corporate Guidance

The plan provides guidance for all colleagues around anti-harassment, communications, etiquette and hygiene, office and travel restrictions, and work from home procedures.

Specific Guidance

For impacted functions, the plan outlines specific business continuity procedures and work requirements for essential employees defined by phase level.