ENTRUST
SECURING A WORLD IN MOTION

Entrust
COVID-19 Response Efforts FAQ

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Below are answers to frequently asked questions about Entrust's business continuity planning and how the company is supporting customers, partners, and colleagues during the global COVID-19 pandemic.

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 Enterprise 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.

Our offices around the globe are following local guidance based on current COVID guidance. Many essential workers continue to work from the office with protocols in place to ensure they are working safely and securely. Health protocols for hygiene, including social distancing, are in place, and we are monitoring and adhering to evolving guidance from world health organizations. The majority of Entrust colleagues who can work from home continue to do so. All of Entrust North American field technicians are fully vaccinated.

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.

Frequently Asked Questions

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

Our offices around the globe are following local guidance based on current COVID guidance. Many essential workers continue to work from the office with protocols in place to ensure they are working safely and securely. Health protocols for hygiene, including social distancing, are in place, and we are monitoring and adhering to evolving guidance from World Health Organizations. The majority of Entrust colleagues who can work from home continue to do so.

In addition, 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 Mumbai is currently closed per local government mandates. All other facilities are at various stages of reopening, but all are accessible for essential services. In areas where the guidance is to continue to work from home, we have continued staffing on-site personnel where needed to perform critical cybersecurity, IT infrastructure, physical manufacturing, and distribution responsibilities. Due to the nature of our business, in the United States, Entrust is considered a provider of critical IT sector support, per the Department of Homeland Security's CISA guidance. For more information, visit https://www.cisa.gov/identifying-critical-infrastructure-during-covid-19.

What is your employee travel policy at this time?

Domestic travel for business-critical purposes is permitted in most locations at this time. We have discontinued international 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, review any requested exceptions to this policy.

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 hardware products? Where are your suppliers located? Have you experienced supply chain disruption?

Our hardware products, including payment card and ID printing systems, are manufactured at our headquarters facility in Shakopee, Minnesota.

Entrust has multiple supply chain hubs around the world with needed inventory 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.

Our manufacturing operations continue, and we have put robust safety measures in place to protect these employees. We are not seeing significant production delays from these measures. All other employees who are able to work from home are doing so in most locations globally.

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.

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/covid19.

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 Coronavirus?

Operations continue without interruption. We continue to speak with our suppliers and distribution hub teams daily to quickly identify and address any potential supply or operational issues.

We have multiple supply chain hubs around the world with needed inventory 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 ability to serve customers.

If delays or other impacts arise, we will communicate with affected customers and partners.

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

Delivery and on-site service remain available worldwide, in accordance with applicable local and national government regulations. While shelter-in-place orders vary, we qualify as providing essential services under these orders and have continued manufacturing, product delivery, and providing 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.

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

We have sent out two email communications apprising our customers and business partners of our response measures to date and will continue to do so as warranted. These communications, along with this FAQ, are posted on our website available at https://www.entrust.com/covid19.

For more information on COVID-19 related issues, customers can contact their Entrust representative or email crisisresponse@entrust.com.

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