Coronavirus Update for Customers and Partners
March 18, 2020

We are closely monitoring the spread of the coronavirus (COVID-19) with the safety of our colleagues, customers, business partners, and their families as our top priority. This document shares some of our preparedness measures and will be updated as the situation develops.

1. **What is Sage doing globally to ensure preparedness for a coronavirus outbreak?**
    Sage continues to monitor the coronavirus situation and take steps to mitigate risks to our customers, partners, and colleagues. We have established global, regional, and local business continuity plans that are being retested and refined as a further cautionary measure. In addition, our global and regional taskforces meet daily. They are comprised of representatives from our Executive Committee and other executive management, supported by experts from risk, security, travel, people, property, IT, and communications.

2. **What steps are being taken specific to North America?**
    The North America regional taskforce is led by our Managing Director, Nancy Harris. We have implemented a set of safety precautions, including updated travel and safety guidance, and restricted travel to high-risk and outbreak areas. We are also in the process of proactively equipping our colleagues to work from home. As the situation develops, we will continue to assess and implement mitigation and prevention measures recommended by the CDC that will improve safety and help ensure business continuity.

3. **How will you ensure operations continue despite effects on Sage offices and employees?**
    We've taken steps to prevent or minimize service disruption by enabling a distributed workforce to operate from a home office in real time and collaborate with colleagues and customers as if they are sitting next to them. This also allows us to maintain service to our customers and partners in events such as this.

4. **What is your policy for visiting customer premises?**
    To help limit the impact and spread of the coronavirus, we ask that customers and partners help us take cautionary mitigation measures; for example, limiting face-to-face business meetings and instead using video conferences wherever possible. We are monitoring the situation and will follow all local and global health guidelines, including those from WHO and the CDC.

5. **Will Sage systems still work if the coronavirus outbreak widens?**
    We are confident we have the proper business continuity plans in place to continue to serve our customers. The teams who provide our software services and support services are well prepared to continue operations in the event of any Sage office impacts. We are also implementing contingency plans for our back-office functions to ensure customers receive the same great service they have become accustomed to. Since this is a fast-moving situation, we are constantly assessing our capabilities and implementing controls and solutions as needed.

6. **How can Sage software support customers in the event of office closures?**
    Many customers are facing the need to close offices and support access to Sage solutions by remote employees. While options vary by solution, most of our products can be accessed remotely, if necessary. Options range from remote VPN access to desktops and servers, to implementing Sage Drive (Sage 50cloud), Sage 300cloud web screens, or third-party hosting. Please check with your business partner or Sage support to discuss the best option for your company.