

COVID-19 Response FAQ

Last updated: March 19, 2020

Where does Sopheon have offices? Are the Sopheon offices still open?

Sopheon has employees distributed in offices across the United States (Minnesota and Colorado) and Europe (London, Amsterdam, Maastricht, Darmstadt), as well as working remotely. We have enforced a preemptive corporate work-from-home policy to enable everyone to comply with governmental guidelines in each region, as appropriate.

Is everyone able to work remotely? How available are the Sopheon staff if I need to talk to someone?

Our network infrastructure is designed to enable employees to collaborate irrespective of their work location. All of our employees are equipped with modern computing and communication tools to seamlessly connect with you and colleagues in a secure, productive environment while working remotely. Phones have been rerouted and our teams are available on the regular numbers you are accustomed to using to reach them. As a result of these measures we feel confident in our continued ability to serve your business needs, regardless of our physical locations.

What is Sopheon's current business travel policy?

To reduce the likelihood of exposure, business travel was limited on February 20, 2020; this was extended to full travel restrictions companywide on all non-essential travel on March 15, 2020.

- **Business meetings** – All scheduled in-person meetings are being moved to online platforms, and all new meetings will be planned as virtual meetings.
- **Consulting engagements** – Client engagements are expected to be virtual for the foreseeable future. All in-person engagements (e.g. workshops, training, etc.) have been or will be rescheduled to be through online platforms.
- **Application Support services** – Despite the uncertainty of COVID-19, we expect to continue to deliver the same level of service excellence to you. Phones have been rerouted and our support teams are available on the regular numbers you are accustomed to using to reach them.

I am a Sopheon customer. What impact will the current disruption have on my organization in general?

Sopheon is activated a Business Continuity Plan that has double and triple redundancy for all critical functions around the world. We have enforced a work-from-home policy and a ban on all non-essential travel. Beyond the moving of in-person work sessions to remote platforms there is currently no further impact to the software, services, delivery or other commitments that Sopheon has made to its business partners and customers. While the true impact of this global event isn't yet known we do not expect any change in this position. We are committed to regular updates and communications should the situation change.

I am a cloud customer. Will my service be disrupted?

As the COVID-19 pandemic continues to evolve, we have activated our Business Continuity Plan to ensure the highest level of security, uptime, resiliency and availability of our cloud services. Our cloud services are built and operated from colocation centers and Azure, each of which have business continuity plans to provide uninterrupted services.

Have any Sopheon employees contracted the COVID-19 virus?

We do not have any employees to date who have been affected by COVID-19.

What is your communication policy regarding Sopheon employees who are confirmed as having the virus?

Should the case arise where a member of staff is directly affected or is identified as a carrier, we are committed to immediately updating any business partners or customers whose staff members may have been in physical contact in the weeks preceding identification. We are asking our partners and customers to reciprocate with the same information.