



ENTRUST

COVID-19

FREQUENTLY ASKED QUESTIONS (FAQS)

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COVID-19 FAQs

Last Updated: April 1, 2022

General Mitigation Efforts

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

Our Executive 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.

Entrust is proud to have successfully navigated pandemic-related shutdowns with minimal disruption to our service to customers, suppliers, and partners. We have learned a great deal as well, and have improved our process, from enabling workforce flexibility to further improving resiliency in our supply chain. 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?

Effective April 4th, 2022, the majority of our colleagues around the world will return to the workplace under various flexible work schedules. Those who are still required to work from home due to local COVID-19 restrictions will continue to abide by the protocols in place to ensure employees are working securely.

Health protocols for hygiene are in place for all locations. Entrust continues to monitor and adhere to evolving guidance from local government authorities and world health organizations.

Entrust has adopted vaccine policies for our Field Technicians who service customers onsite.

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

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?

At this time, all employees who are required to work from home per local guidance are doing so. Entrust does not have any locations closed per local government COVID-19 mandates.

In the United States, Entrust hardware and software solutions qualify as critical infrastructure under guidance from the United States' Department of Homeland Security's Cybersecurity and Infrastructure Security Agency (CISA). See <https://www.cisa.gov/identifying-critical-infrastructure-during-covid-19>. 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 will remain operational if there are any future 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.

Business Continuity

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

Yes, we have a robust pandemic response plan in place, anchored by a comprehensive global business continuity program. 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. We also manufacture hardware security modules (HSMs) through a third-party manufacturer with operations in the UK and US.

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

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. We do not currently anticipate 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>.

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 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.

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?

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.

We do not currently anticipate 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.