

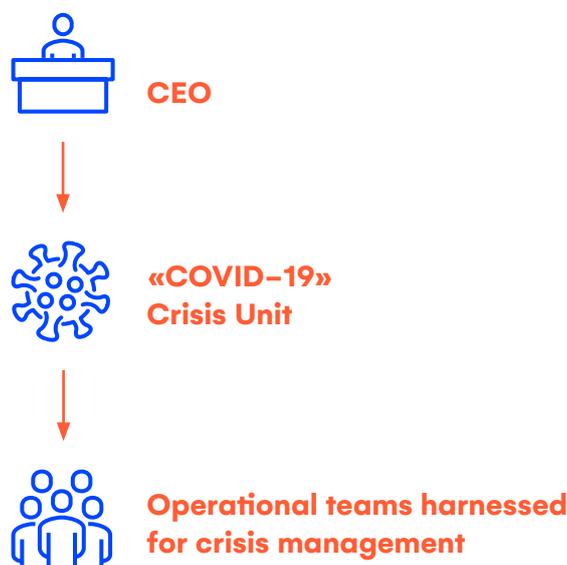
## Cegid is maintaining business continuity during the Covid-19 pandemic

April 2020

We would like to thank you for your trust and assure you that we are doing everything possible to maintain the quality of our services during the Covid-19 pandemic. Accordingly, we are setting out below the actions taken under our Business Continuity Plan (BCP) in France and the other countries in which we operate.

### 1. Specific governance arrangements set up

- > **A crisis unit chaired by our CEO** and comprised of six Executive Committee members is in place and has been operating at alert level since 3 February 2020. The top alert level, with proactive monitoring, management and decision-making, has been officially operative since 28 February 2020;
- > This Crisis Unit **meets once or twice a day** and **is kept constantly informed**, in a fast-changing context, for instant decision-making;
- > In accordance with the recommendations issued by the governments of the countries in which we operate, and guided by our BCP, **our decisions and actions are constantly adapted**.



### 2. Actions defined to anticipate and curb the risks in order to maintain operations at the desired level

#### > Systematic working from home

- Activated since the governments of the countries concerned announced «stage 3» of the pandemic;
- Currently concerns our operations in China, Italy, Spain, Portugal and France;
- Employees have been equipped with all of the appropriate tools;
- Operational tests are run prior to implementation in each department;
- The teams remaining in the offices because of the type of work they do are covered by stricter health protection conditions.

#### > Instructions and information is regularly sent out to employees

- Our in-house social network publishes a news feed and Q&A to enable rapid-response actions if necessary;
- The managerial teams are kept constantly informed;
- Health instructions are circulated to all employees by e-mail and awareness-raising posters are displayed in all of our premises;
- Inter-site travel by employees has been halted and replaced by the existing teleconferencing facilities.

➤ **We have identified key employees for maintaining the continuity of our services to our customers**

This mainly concerns the employees working in the SaaS Production, Customer Care and Consulting departments along with other support functions to ensure that they are capable of operating remotely as soon as the situation so requires. Other employees have been identified for operational readiness within 48 hours if necessary.

➤ **We have set up an agile organisation that can be rapidly activated for Cegid Customer Care**

- Our Customer Care teams are working with the PureCloud contact centre solution, a SaaS solution by the market leader, Genesys;
- We are kept regularly informed of the crisis management arrangements of our service provider;
- Our support teams can also work remotely («Remote Agent»): tests in operational conditions have already been successfully carried out and approved.

➤ **The SaaS teams' organisation can be adapted as required**

- In accordance with our current service level requirements, 100% of our SaaS platforms are operational and the dedicated teams provide the necessary services remotely;
- This plan allows Cegid and its partners to deliver our customers' SaaS service while keeping the operational teams in a risk-free environment.

➤ **Our consultants apply both our internal instructions and our customers' instructions**

By default, our consultants follow Cegid's recommendations and instructions and can work remotely. Our consultants will also meet specific customer requirements on a case-by-case basis, depending on the instructions given to them.

➤ **Our R&D teams are also involved**

They remain focused on updating solutions, giving the priority to updates required by new legislation and critical patches.

➤ **Suppliers and partners**

- The employees of our suppliers working on Cegid sites are subject to the same rules as our employees.
- The BCPs of infrastructure suppliers and our critical partners have been activated and fully incorporated into the Cegid BCP at the global level.

➤ **Regular information provided for our customers**

- Information is sent out to all of our customers and regularly updated;
- Information is also published on the Cegid Life customer portal and included in our call-holding messages; Information is posted in the customer area of the website;
- A phone number is provided for customer information (Customer Care France number below).



*If you have any questions, please contact us through our usual channels*