Verifone Business Continuity Readiness and Responses for COVID-19

Overview of actions taken since BC began COVID-19 response on January 14, 2020.

Please be aware that The Verifone BC Program Management is currently fully engaged on COVID-19 efforts and for the foreseeable future will not be accepting new or expanded BIA requests, BC Audits, Reviews, SIG or other Compliance requests.

The following actions have been initiated and managed by the Verifone BC Team and/or Incident Management Team (IMT)

- Understanding and Planning for impacts and additional scenarios likely to result from COVID-19. Understand current impacts to Verifone Enterprise BU's.

    o Review and assess all areas of business for current and potential impact: Supply Chain, Logistics, Call Centers, Regions, Marketing, etc.

    o Work to understand and abide by local government requirements that emerge and change.

- Financial, Understanding and forecasting current and potential financial impact during this event.

- Understand and plan for potential impact of COVID-19 and a pandemic scenario and/or the declaration of one on business-related domestic and international travel (e.g. quarantines, border closures).

- Recurring daily cross functional response team meeting (including C-level) at Noon EDT.

- Verifone registered and operating as, and in support of, 'Essential Businesses' in multiple jurisdictions.

- Established and continue to adjust to changing situations Verifone's policies / procedures for restricting travel to affected geographic areas (consider both domestic and international sites), evacuating employees working in or near an affected area when an outbreak begins, and guidance for employees returning from affected areas.

- Forecasting and planning for how Verifone would allow for employee absences and working remotely during the COVID-19 event or pandemic due to factors such as personal illness, family member illness, community containment measures and quarantines, school and/or business closures, and public transportation closures.

    o Understand and plan for how would this impact projects, work in progress, Large sites or for Repair and Deployment, Call Centers, etc.

    o Verifone Cloud Services (VCS) has established and tested Business Continuity plans and procedures in place. This allows Verifone to continue business activities 24/7 in the

event of office shutdowns or other unplanned limitations. All VCS teams have the capability to work remotely and are located across multiple regions to minimize impact.

- Implement and modify as needed established procedures for flexible worksite (e.g. telecommuting) and flexible work hours (e.g. staggered shifts).

- Implement established procedures for preventing spread at the worksite (e.g. promoting respiratory hygiene/ cough etiquette, and prompt exclusion of people with influenza, etc).

- Established policies/ procedures for employees who have been exposed to COVID-19, are suspected to be ill, or become ill at the worksite (e.g. infection control response, immediate mandatory sick leave symptoms).

- Implemented guidelines to modify the frequency and type of face-to-face contact.

   o Understand what meetings can or more importantly cannot be done remotely and have scenarios on how we will have meetings if a quarantine is declared.

- Provision where possible sufficient and accessible infection control supplies (e.g. hand-hygiene products, tissues and receptacles for their disposal) in all business locations as appropriate and available.

- Corporate and regional 'business re-opening' teams created to understand and act on local and enterprise customer needs and the appropriate re-opening efforts required, providing quick reaction account management, call center and support team assistance.

- Working with customers, local/regional governments and health authorities to understand and meet the guidance for social distancing and PPE when interacting with customers at Verifone or at customer facilities.

- Created COVID-19 customer resource center on Verifone.com. Accessible here: https://www.verifone.com/en/us/covid-19

- Posted COVID-19 supply update announcements in Announcements section at https://support.verifone.com.

Other actions identified as necessary by the IMT.