



Coronavirus Q&A for Customers

19 March 2020

We are closely monitoring the spread of the coronavirus (COVID-19) with the safety of our colleagues, customers, partners as our top priority. This document shares some details on how we are responding 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 global, regional, and local business continuity plans that are being re-tested 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 in the Africa and Middle East region?

Our EVP, Pieter Bensch, is leading the Africa and Middle East regional taskforce. We have implemented a set of safety precautions, including updated travel and safety guidance, and cancelled travel to high-risk and outbreak areas while we discourage domestic travel. We are phasing in social distancing, and a remote work plan for our colleagues is being implemented at pace. As the situation develops, we will continue to assess and implement mitigation and prevention measures recommended by the relevant health authorities and regional governments in our region.

3. How will you ensure operations continue despite effects on Sage offices & employees?

We've taken steps to prevent or minimise service disruption by enabling a distributed workforce to operate from a home office in real-time and collaborate with colleagues, customers and partners as if they are sitting next to them. We have robust contingencies in place to ensure the continuity of our cloud services and are continuing with our planned events using the latest technology and online collaboration tools.

4. What is your policy for visiting customer and partner premises?

We are monitoring the situation and will follow all local and global health guidelines, including those from the [WHO](#) and the regional health authorities and governments. Our current guidance is business as usual while taking cautionary mitigation measures recommended by government health organisations. We ask that any of you who have recently travelled to or through [outbreak areas](#) to update us of this before any planned visits with the Sage team, or to our offices.

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 and partners. 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 do, however, acknowledge that remote working may in some instances disrupt the speed and the capacity of our technical support teams and call centres so have provided guidance on online resources and alternate channels. We are also implementing contingency plans for our back-office functions to ensure these operations are not compromised. Since this is a fast-moving situation, we are continually assessing our capabilities and implementing controls and solutions as needed.