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The following  
information is  
current as of the  
above date and is  
subject to change.

# ONESPAN CUSTOMER AND PARTNER FAQ

## Statement

OneSpan has adjusted its business practices to respond to the evolving situation and spread of the Coronavirus (COVID-19) and is in regular contact with suppliers to minimize any potential impact on our customers and partners. To date, OneSpan has taken the following measures:

- Restricted employee travel;
- Restricted office access and enabled work from home in countries or states where stay-at-home orders were issued;
- Strongly encouraged and enabled all employees to work from home;
- Reinforced individual hygiene and enhanced workplace hygiene;
- Maintained regular contact with hardware suppliers in southern China to minimize any disruption to supply and/or deliveries.

OneSpan will be in contact with any customer or partner that may potentially be impacted by delays in product or service delivery as a result of COVID-19 with a contingency plan.

## What is your organization doing in response to the COVID-19 outbreak?

- OneSpan has restricted all employee travel without explicit approval from an executive.
- OneSpan has and will continue to minimize potential exposure by enabling employees to work from home and reinforcing individual and workplace hygiene, in the case of the few employees that remain in our offices.
- OneSpan has equipped our employees to be efficient with secure remote working facilities which allow us to continue operating without material business disruption.
- OneSpan is in regular contact with our hardware suppliers in southern China to minimize any disruption to supply and/or deliveries.
- OneSpan is also in contact with other suppliers and vendors more generally to ensure the continued operation of our business.
- We have activated our Response Team under our Pandemic Response Plan and that team has been active for several weeks.

## Has your Business Continuity Plan or Pandemic Plan been activated?

- OneSpan is currently operating with no material continuity risk to its business, so there is no need to activate our Business Continuity Policy at this time. However, our Pandemic Response Plan has been activated and employees are now working from home. We are closely monitoring the COVID-19 developments, and have established a COVID-19 Response Team that includes executive leadership. Although we do not anticipate that it will be necessary during this pandemic, we will activate our Business Continuity Policy should the need arise.
- In anticipation of our employee, customer, supplier and shareholder questions regarding our COVID-19 response plans, we have activated a COVID-19 Response Team to address stakeholder questions and communicate information to stakeholders in a timely manner.

## What is your current travel policy?

- OneSpan has restricted all employee travel.

## What are the main preventive measures you have taken or will take to ensure sufficient numbers of staff are available to maintain operations?

- OneSpan has and will continue to minimize potential exposure by eliminating employee travel, strongly encouraging and enabling, and in many cases requiring, employees to work from home, reinforcing individual and workplace hygiene, and other local or more specific department measures.
- OneSpan actively maintains special plans around business-critical functions to ensure business and service continuity during this time.
- OneSpan will continue to closely monitor reputable sources including the World Health Organization (WHO) and country-specific sources as to the impact of COVID-19 and adjust measures accordingly.

## OneSpan Customer and Partner FAQ

### Does your organization have a formal pandemic response plan as part of your Business Continuity Plan?

- Yes, we maintain a Pandemic Response Plan to supplement our Business Continuity Policy, which covers major disruptive events generally.

### Will COVID-19 impact OneSpan's customers or partners?

- OneSpan does not currently see a material negative impact on our ability to serve our customers or support our partners.

### What steps has OneSpan taken to ensure suppliers are able to maintain delivery of products in the event they are impacted by COVID-19?

- OneSpan is in regular contact with its suppliers to anticipate any supply shortages and service disruptions and will communicate contingency plans for customers and/or partners where required.
- OneSpan has or will discuss the following considerations for supplier workplaces as needed: COVID-19 monitoring, workplace hygiene, travel monitoring, workplace disinfection, work from home policies, illness management, and exposure notifications.
- For our hardware customers there may be shipping delays and/or increased transportation costs, particularly for air freight. We will communicate contingency plans for customers and/or partners where required.

### What steps has OneSpan taken to ensure its staff are able to maintain service to customer and/or partner accounts in the event the company is impacted by COVID-19?

- OneSpan has implemented and communicated a COVID-19 preparedness plan with its employees covering items such as COVID-19 monitoring, work from home policies, workplace hygiene requirements, travel restrictions, workplace disinfection requirements, illness management, and exposure notifications.

### Do any of OneSpan's personnel that engage with customers travel regularly to any of the COVID-19 Affected Areas?

- Early in the COVID-19 outbreak, OneSpan restricted travel to and from the original Affected Areas and has since eliminated all travel without a strong business need and explicit executive approval.

### Are OneSpan's goods imported from any of the major COVID-19 outbreak regions?

- OneSpan imports its hardware tokens from mainland China and is in regular contact with suppliers. Due to the precautions taken by our manufacturing partners and the time elapsed between assembly and final delivery, we are not aware of the need for any special handling requirements for our Chinese-made tokens at this time.

### Will OneSpan be able to meet its contractual obligations under pandemic conditions?

- OneSpan endeavors to meet all contractual obligations under pandemic conditions and is continually assessing whether customers and/or partners require contingency planning to fulfill those obligations.

### Does your business continuity and/or pandemic response plan outline measures to enable global transaction scaling?

- Our infrastructure is distributed globally and within regions for maximum redundancy and resiliency. We monitor the use of our systems to ensure continued availability for our customers and scaling systems as required to respond to the needs of our customers is something we do as part of our normal operations.
- Our Pandemic Response Plan includes provisions that allow us to transparently support our customers from various remote locations.

### Have you assessed the risk of increased cyberattacks against your solutions?

- Malicious actors will often try to leverage opportunities such as the COVID-19 pandemic to attack organizations while they are busy dealing with urgent business issues. As is our general practice, OneSpan has armed its employees with the necessary information, training, and multifactor remote authentication capabilities to protect our infrastructure from bad actors.
- We have also reminded employees to remain vigilant in this situation and report any suspicious event.

### Have you taken steps to address any potential impacts from third party suppliers?

- OneSpan is in regular contact with its suppliers to anticipate any supply shortages, service disruptions, or capacity issues and will communicate contingency plans for customers and/or partners where required. OneSpan also regularly assesses its suppliers' ability to provide continued support to its operations and will make any necessary adjustments should an impact be anticipated. OneSpan has reached out to its third party providers to ensure they are able to offer continued support in a pandemic situation.
- Please note that estimated shipping dates and shipping costs are subject to change due to this worldwide pandemic. Although OneSpan is not experiencing delays in product availability, global transportation suppliers are experiencing some delays due to changes in the availability and timing of air and sea transport. The disruptions in the global transport industry may mean increased transportation fees and delivery delays depending on your geographic region. If you have concerns about the potential fees or delays, please contact your sales representative for further information.

### Have you tested your Business Continuity Plan recently/do you test it regularly?

- OneSpan's Business Continuity policy is tested on an annual basis at minimum and was tested in the last 12 months.

### Does your Business Continuity Plan include whether alternative and sufficient back-up sites can be established in light of possible pandemic?

- Use of alternative processing facilities is included as part of business continuity processes but the current pandemic situation does not call for activation of a Business Continuity policy. The vast majority of our workforce is now working from home, and our services are delivered entirely through geographically-spread cloud-based infrastructure.

**Are contingency plans in place to ensure all committed support, SLAs, and recovery time objectives are met (i.e. parts, labor, call center support)?**

- OneSpan endeavors to meet all contractual obligations under pandemic conditions and is continually assessing whether customers and/or partners require contingency planning to fulfill those obligations. A formal and tested BCP is already in place.

**Are contingency plans in place to maintain datacenter operations?**

- OneSpan has contingency plans that cover our operations. Our datacenters are geographically spread and are set for continued operations, but most of our operations, including systems we operate for our customers, rely on geographically distributed resilient cloud-based infrastructure.

**How will you communicate with customers if you incur an impact?**

- A plan to communicate with essential staff, suppliers, partners and customers is included within our Pandemic Response and Crisis Management Plans. As we are not experiencing a material business impact at this time, there is no need to activate our Business Continuity Policy. In anticipation of our employee, customer, supplier and shareholder questions regarding our COVID-19 response plans, we have activated a COVID-19 response team to address stakeholder questions and communicate information to stakeholders in a timely manner.
- Regarding OneSpan Sign, the Trust Center (trust.onespan.com) is the preferred means of providing all stakeholders with timely updates on system status or current issues. In the case of a material business disruption, the Trust Center will be updated and provide information periodically throughout the duration of the incident. Customer Support may also communicate with customers by email or phone depending on the situation.

**Do you have backup plans should strategic OneSpan employees or groups of employees be impacted?**

- OneSpan has a Communication plan in place as part of our Pandemic Response Plan. All key roles for OneSpan services have a primary and backup personnel, and personnel cross-train to ensure the knowledge is shared properly and enable backup personnel take up role when required.

Additionally, OneSpan has and will continue to monitor its service levels and that of its suppliers as it does under normal circumstances and will, as needed, communicate any supplier related service level impacts to our customers.

**Have you tested the capacity of existing IT infrastructure, also in light of a potential increase of cyber-attacks and potential higher reliance on remote banking services?**

- Most of OneSpan's IT infrastructure relies on cloud-based applications, which eliminates the need for OneSpan to add additional on-premises infrastructure to support our business users. OneSpan's workforce is currently working remotely and the existing IT infrastructure is supporting the increase of traffic. In terms of OneSpan's cloud-based services, system resources are continuously monitored and adjusted accordingly. The platform we use has service elasticity. Additional resource such as CPU, RAM may be added as required.

**Are pandemic response plans in place to cover up to a 50% reduction in workforce?**

- Yes. OneSpan has implemented its Pandemic Response Plan covering items such as COVID-19 monitoring, workplace hygiene requirements, travel monitoring, workplace disinfection requirements, work from home policies, illness management, and exposure notifications. Additionally, all key roles for OneSpan services have a primary and backup personnel, and the personnel cross-trains to ensure the knowledge is shared properly and enable backup personnel take up role when required. Should the need arise, employees assigned to projects maybe reassigned to production support to maintain continuous support for our customers. OneSpan is currently operating at normal employee capacity.

**Have you assessed and tested whether large scale remote working or other flexible working arrangements for critical staff can be activated and maintained to ensure business continuity?**

- For our cloud-based services, OneSpan already relies on cloud infrastructures for the delivery of its services, and all operations teams are equipped to work efficiently and security from remote locations. OneSpan's workforce is currently working remotely and the company can sustain this operating mode for an extended period of time.



OneSpan enables financial institutions and other organizations to succeed by making bold advances in their digital transformation. We do this by establishing trust in people's identities, the devices they use, and the transactions that shape their lives. We believe that this is the foundation of enhanced business enablement and growth. More than 10,000 customers, including over half of the top 100 global banks, rely on OneSpan solutions to protect their most important relationships and business processes. From digital onboarding to fraud mitigation to workflow management, OneSpan's unified, open platform reduces costs, accelerates customer acquisition, and increases customer satisfaction.

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