



Micro Focus is continuing to monitor the situation regarding COVID-19 coronavirus closely. Our first priority is the safety of our employees, customers and partners and the continuity of our business.

We have enacted our Business Continuity Management Framework and established a dedicated COVID-19 Coronavirus Steering Team, comprising senior leadership from various functions of the business. The response team is currently meeting daily to stay abreast of the constantly evolving situation, ensure business continuity, and agree safety and security measures for all employees globally. The Steering Committee is designed to support our Regional Management Incident Teams and Local Response Teams who are putting the Business Continuity Plans into action.

As the situation continues to evolve we will leverage this framework to ensure the safety of our employees, customers and partners. We will also strive to provide regular updates to customers and partners to ensure they have the information needed to maintain their effective business operations.

Within the Global Customer Support Organization, we are following our Business Continuity Plans in order to continue delivering an uninterrupted support service to our global customer base while following the advice of World Health Organization (WHO) and local governments.

While our offices globally continue to remain open, we understand that some employees may feel the need to work from home to reduce the risk of infection, especially in a location impacted by the coronavirus and we are supportive of these actions. In these instances, our Support Managers and Support Engineers will be using secure VPN connections to access our corporate networks, and the access to secured file transfer capabilities for diagnostic file transfers, and secure redundant diagnostic lab capabilities distributed globally. We have ensured our global workforce has resources and tools to continue daily customer support tasks.

Please be assured that Micro Focus Global Customer Support is committed to thoughtfully, and with measure balancing employee safety, and the priority of providing our customer base a continuing uninterrupted support experience through these difficult times.

If you are unable to contact your Micro Focus representative please contact covid-19@microfocus.com and we will ensure you receive a response.