



Letter to our community, all Sopra Banking Software stakeholders

Paris, March 20, 2020 – With the rapid increase of coronavirus (COVID-19) cases around the world, we are facing an unprecedented situation. This crisis impacts our families, communities, and businesses - in short, our lives.

First, our heartfelt thoughts go out to anyone impacted by the virus, directly or otherwise. We applaud all healthcare workers who are at the forefront of this fight. You are our saviors.

We extend our sincere gratitude to all civil servants, police, postal workers, transporters, and all retail business employees and owners whose strong commitment is vital for our societies to function during this most challenging of times. And of course, our clients - banks and financial institutions - whose role is essential in maintaining the stability of financial systems. We are humbled by your dedication to all of us.

At Sopra Banking, we are keenly focused on the health and safety of our employees, clients, and partners, as well as ensuring business continuity. To that end, we would like to share with you our current approach to the situation.

To start with, we are following the World Health Organization (WHO) recommendations, as well as those of all local governments, including:

- **Remote work for all employees** - Working remotely is the new normal for Sopra Banking employees, with some exceptions provided they are safe and necessary. The transition has gone smoothly, and today most of our workforce is operational remotely.

To ensure the availability of our solutions, which are often mission critical to our clients' businesses and services, we have taken the following actions:

- **Activation of business continuity plans** - All business continuity plans have been activated wherever and whenever necessary. Our local teams are the direct point of contact for our clients.
- **Reinforcement of our IT support** - All our IT systems are currently performing well. We are working closely with our parent company, Sopra Steria, including its cybersecurity teams, to ensure the availability and safety of all systems.
- **Daily governance and action** - We have established specific daily governance meetings to address this crisis, both at headquarter and country levels. The teams put in place are in charge of ensuring proper monitoring and fast actions. Our goal is to remain as agile as possible as the situation evolves.

Taking into consideration the current circumstances, we will continue to take the necessary steps to ensure the highest performance, availability, and security of all our services. We are already addressing several new demands from existing clients who are requesting extended services.

Our responsibility extends to our partners and suppliers. Together, we are working to determine the best way to support them during this crisis.

On behalf of the 5,000-plus Sopra Banking employees on our team, I assure you that we are well prepared and dedicated to support our customers in the weeks to come. If you have any ideas or thoughts on how we can help, please let us know at hello@soprabanking.com.

Our group was founded over 50 years ago on the idea that we are stronger together. During this difficult period, we're acutely reminded of everything that unites us. We will continue to do all that we can in the coming days to get through this, together.

Eric Pasquier,
CEO, Sopra Banking Software

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