

Document title

QUESTIONS & ANSWERS FOR COVID-19 – UPDATE 6 MAY 2020

Summary purpose

To support external communications in the context of the Covid-19 epidemic and its potential impact on Euronext

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COVID-19 OCCURRENCE

Current Situation at Euronext

The current health situation resulting from the spread of the COVID-19 virus has no impact so far on Euronext's market operations.

As of the beginning of March 2020, Euronext employees implemented business continuity plans and additional measures at both local and group levels as required to ensure business operation. As Euronext countries prepare themselves and start to reduce restrictions, Euronext is also planning for a gradual return to the office.

In line with local government authority public health guidelines, Euronext maintains a work from home guidance and welcomes staff back on premises gradually. Additionally, Euronext premises have added precautionary measures designed to limit the possible points of contact between Euronext staff, to help protect the health of our colleagues, clients and business relations and ensure the continuity of our business.

Questions and Answers

1. What measures is Euronext taking to ensure the safety of its staff?
A: Non-medical masks will be distributed to staff, to use as their local authorities recommend. In the office, meetings will continue to be held by video-or teleconference call. There will be a minimum of 1.5m social distancing in common areas. Implementation will be flexible to account for local Government/Authorities advice and circumstances (i.e. face mask usage, local transportation, required social distance).
2. How were these precautions decided?
A: These precautionary measures were decided following Euronext's defined principles: (i) safeguard the well-being of staff members, (ii) ensure continuity of critical processes and (iii) follow guidelines of public health authorities and local governments, as well as review of peer practices.
3. Do Euronext employees have to come back to the office?
A: No, work from home is the preference until June 30 but Euronext is welcoming back employees on a progressive and voluntary basis. Euronext is providing its staff with the necessary flexibility they need to ensure that they, and their loved ones, are supported whether that means continuing to work remotely, or returning to the office.
4. Has Euronext cancelled any events, including IPO ceremonies?
A: All events and meetings organised or hosted by Euronext on its premises (including internal events) remain cancelled until further notice. Euronext has also asked all employees to limit their attendance to all non-critical external events.
5. Will Euronext maintain the ability to operate remotely?
A: Yes, Euronext will maintain its remote access capabilities covering all teams/departments to ensure smooth market operations. Critical operations departments are spread over more than one location in order to inherently mitigate the risks in any one location.
6. Is Euronext maintaining its halt on non-critical business travel for all employees?
A: Yes, Euronext has halted all non-critical business travel for all employees until further notice.
7. Does Euronext's Business Continuity Plan cover all business and staffing functions and locations where staff is located?

A: Yes, Euronext's business continuity arrangements cover all departments and all locations where Euronext has staff. Business continuity arrangements are tested on a regular basis.

8. Are Euronext staff and operations concentrated in one location?

A: Euronext staff are dispersed across its many locations, as are its market critical operations, in order to reduce the impact of an unforeseen event, such as COVID-19, in one region. These centres are isolated from one another. Furthermore, all employee business travel between Euronext locations has been halted until further notice.

9. What happens if the situation deteriorates after restrictions are reduced? How does Euronext trigger an escalation of its Business Continuity arrangements?

A: Euronext will follow all guidance from local authorities in each location to determine when and how it will escalate its Business Continuity arrangements. Should the situation deteriorate Euronext will reimplement remote working for staff in the affected location(s).

Member Communication

10. Does Euronext have a notification plan to reach out to members?

A: Should there be any disruptions to the market all members will be informed via Euronext's Connect customer portal, or via email.

11. How fast is the notification timeline?

A: The Market Status Page will be updated within minutes of a disruption, and an email sent out immediately after.

12. Do Euronext members need to take any specific actions? Do Euronext members need to notify Euronext in case of connection from different locations (e.g. working from home, working from different city/country)?

A: No specific action on the part of members is required.

Members can connect from any location as long as they are mapped to the SFTI Euronext gateway (Member or ISV Physical site). If this is the case, there is no need to inform Euronext if the connection is from a different location.

13. Are there any restrictions for Euronext members to access Euronext services/applications from different locations?

A: Public Internet Euronext Access: PLUG, TCS, EOD, EFS - No special restrictions for Members. Internet access is required to access the above-mentioned services; however, the member's security policy should be respected. The addresses used for Euronext web hosted services can be found on https://connect2.euronext.com/sites/default/files/if160205ca_correct_use_of_addresses_for_euronext_web_hosted_services.pdf

Private SFTI Access: OEG, MDG, EFS, Drop Copy – No special restrictions for Members as long as they are mapped to the SFTI Euronext gateway (Member or ISV Physical site). However, the member's internal network or their network provider must ensure the mapping over a SFTI Euronext gateway to any relocated member.

Finally, please be aware that there are specific agreements in place for trading activity from the following countries: Hong Kong, Singapore, Switzerland, Taiwan and USA. More information and specific agreements are available on <https://euronext.com/en/trade/join-uronext/admission-process-and-application>.

Disaster Recovery

14. Does Euronext have a technical recovery plan in place for its infrastructure/applications should it be necessary? And if so, is the plan tested?

A: Yes, Euronext has in place a Disaster Recovery Plan that are in line with Mifid 2 requirements. Euronext's Disaster Recovery plan is tested regularly to ensure all infrastructure and necessary applications can function as required.

15. Does Euronext's Disaster Recovery Plan include details of infrastructure components essential to recover and provide sufficient capacity to support volumes while in disaster recovery mode over an extended period of time?

A: Yes, Euronext's back up site has the capacity to support volumes while in disaster recovery mode for an extended period of time.

16. Is the disaster recovery plan available at all times to individuals who would use the plan to fail over?

A: Yes, Euronext's Disaster Recovery Plan is available at all times to those teams performing the failover.

17. Does the disaster recovery plan include a notification plan to impacted members?

A: No, however, if market operations are disrupted all members will be informed via Euronext's Connect customer portal, or via email.