

## ACI 2020 COVID-19: Transition to Open Customer FAQ

May 20, 2020

### Q1. Where can I get the latest information on ACI's COVID-19 response?

Customers should continue to monitor the following resource, which is regularly updated:

- [ACI Coronavirus Response for Customers web page](#)

### Q2. Is ACI preparing to start re-opening offices?

Since the beginning of this crisis, ACI's focus has been on safety and business continuity. We have also been working to ensure we exit this crisis with strength and in the best position possible for the recovery that will follow. As conditions improve and governments and public health agencies begin to lift restrictions, ACI wants to begin the process of bringing employees back to offices. Our focus will be balancing safety, business continuity and the desire to accelerate business. ACI's Crisis Management Team (CMT) prepared a phased Transition to Open Process to welcome employees back to offices in a deliberate manner that is right for each office's specific situation and that takes into consideration each individual's specific situation.

### Q3. Will ACI follow government policies and regulations in the geographies where we operate?

Yes. Any decision we make for a site will be aligned with government mandates for that location.

### Q4. Can you share more about the phases in your Transition to Open Process?

At a high level, we can share the following details about the four phases in our Transition to Open Process:

- In Hard Close, work from home is required, the office locked and no visitors allowed.
- In Soft Close, work from home is recommended, mission critical personnel can come to the office, visitors are restricted, virtual meetings are required, physical distancing is required and increased cleaning is utilized.
- In Open: Phase 1, working in the office is voluntary, the office is open for those who choose to use it, visitors must be authorized, virtual meetings are required, physical distancing is required and increased cleaning is utilized.
- In Open: Phase 2, we return to the "new normal" of business as usual, though we will continue to monitor the local situation and support a flexible work from home policy.

### Q5. Will ACI re-open all ACI offices at the same time and in the same way?

While each office will follow the Transition to Open Process, they will not be required to begin at the same time. We will consider a number of triggers when determining when an office should move from one phase to the next. These triggers include, but are not limited to, changes in government lockdown directives, authorizations for businesses like ACI to open and adjustments to public health directives. In addition, we may need to adapt the process and its phases for the unique situations at some offices. Our decisions on when to begin the open process and how to adapt it, if necessary, will always consider each office's specific situation.

**Q6. Will Data Center locations follow the same re-opening process as other ACI offices?**

Data Centers will transition to reduced threat levels in alignment with their office's progression through the Office Transition to Open phases. When the CMT, consulting with office leadership and Data Center leadership, makes the decision to move the office to a different phase of Transition to Open Process, the Data Center located there will move to an aligned threat level.

**Q7. When will ACI allow large gatherings at offices again?**

As Q4 above details, physical distancing requirements are in place until an office transitions to Open: Phase 2. In alignment, ACI will not permit large gatherings until a site transitions to Open Phase 2.

**Q8. When will contractors be permitted to return to offices?**

As a general rule, contractors who are normally based at an office are treated like employees and can return to that office when employees return. Like our employees, our contractors must also follow guidelines for the phased return to work implemented at specific offices.

**Q9. Will ACI require personal protective equipment (PPE) at sites?**

ACI has not established a policy that requires employees and others at all our sites to wear PPE, though individuals can make the personal decision to do so. On a site-by-site basis, we will comply with any government or building management regulations that require PPE to be worn.

**Q10. Will ACI check temperatures of employees and others entering a site?**

ACI has not established a policy that requires temperature checks and, generally, will not be facilitating them. On a site-by-site basis, we will comply with any government or building management regulations that require temperature checks. In addition, we will continue to direct employees who are not feeling well to stay at home.

**Q11. Will ACI test employees for SARS-CoV-2/COVID-19 or for antibodies?**

We have no plans to test employees for the virus or antibodies at this time. Employees who believe they need to be tested will continue to be directed to stay home and consult with their medical provider on next steps.

**Q12. How and when does ACI plan to relax travel restrictions?**

ACI will not begin to consider relaxing travel restrictions until governments and other health authorities, like the World Health Organization, begin lifting their travel restrictions and guidance. Our travel guidance is likely to vary country by country/region by region. In general, you can expect ACI to take a cautious approach on reducing travel restrictions..

**Q13. As ACI offices open and travel restrictions ease, will ACI revisit its virtual plan for company-sponsored external events?**

We have no plans to revisit our current plan to host our 2020 company-sponsored external events virtually. We believe this is the smartest approach moving forward, since events require advance planning, and we have no way of accurately predicting when restrictions will ease or tighten in different geographies. ACI is currently planning in-person events for 2021.

**Q14. As offices open and travel restrictions ease, will ACI participate in industry events?**

At this time, we are not permitting travel to or attendance at industry events. As restrictions ease, we plan to prioritize essential, customer-required travel first. We do not anticipate our guidance on industry event attendance to be adjusted soon.

**Q15. How will customer requests for on-site visits be handled?**

Generally, we will not allow customers to visit our offices until they transition to Open: Phase 2. However, some exceptions will be granted for essential visits during Open: Phase 1. Customers should discuss specific situations with their ACI Account Management team.