



17 March 2020

Planet response to COVID-19 pandemic

The COVID-19 pandemic is a global humanitarian issue, and we are committed to prioritising the wellbeing and safety of our staff and our customers. In the light of the most recent developments, we would like to update you on the actions we have taken to safeguard customers and colleagues and the business continuity plans already in place to deliver continued service in these unprecedented times.

As an international Payments service provider, Planet has been actively monitoring the Coronavirus situation for a number of weeks. We have activated our Group Pandemic Plan to help ensure the safety of our teams and the continuing operation of our business.

Under the plan, remote access for all critical staff is fully operational and has been fully tested. In some regions, our Operations and Technical staff have been working remotely for many weeks, in line with local and regional regulations. Globally, teams are fully capable of responding to any customer query or technical issue. Similarly, the local relationship management team is also working remotely in many markets and is available to support customers and partners. Planned in-person meetings or training events may be postponed until the threat from the virus has subsided.

In a small number of cases, where physical equipment may need replacing in store, this may take slightly longer than normal, and we appreciate your ongoing support and patience as we work through this difficult period together. Specifically, for Tax Free Operations, the opening hours of our cash refund desks at airports will be dependent on decisions made by any particular airport. Our city centre desk opening hours will also be dependent on the decisions made by those agents in local markets.

Planet will continually monitor the situation and will work to prevent any disruption to our business or the services delivered to customers and partners. As part of our plan, our worldwide teams join daily calls to help best monitor and react to the changing situation.

In these unprecedented times our overarching sentiment to our customers and partners is one of safety. As the situation is sure to develop further, we will maintain communication with you, and we thank you for your valued partnership with us.

Patrick Waldron

Chief Executive Officer, Planet

FAQs

1. Are essential personnel and/or critical products and services located in impacted regions?

Some of our core processing systems and our people are located within impacted regions. Operational and Relationship Management teams in these regions are working remotely at home and available to respond to any customer or partner issue or query.

2. How has travel in and out of the impacted regions been monitored and restricted?

As per local government and regulatory advice and policy, travel within the impacted regions has been restricted. Additionally, any Planet staff from other regions who travelled to impacted areas in the past two weeks have been quarantined. From a business continuity perspective, we have implemented a worldwide travel ban for our employees and will only permit employees to travel under exceptional circumstances.

3. Has a global Pandemic Plan been enacted?

Yes, the Group Pandemic Plan, led by our senior management team, has been activated globally. We undertake daily check in meetings to monitor and respond to the situation, manage business operations and conduct internal and external communications.