



FORMFREE®

COVID-19 Frequently Asked Questions (FAQ)

Updated March 25, 2020

- 1. If I have questions about FormFree's response to COVID-19, who should I contact?**
Please contact Katie King, head of vendor management, at kking@formfree.com or 804-814-3299. You may also reach out to compliance@formfree.com.
- 2. Does your organization have a pandemic plan to respond to and recover from mass absenteeism events such as the coronavirus (COVID-19)?**
Yes. Our Pandemic Response Plan is part of the [Governance Disclosures Package](#) posted for your convenience on the FormFree Client Support Portal. Please note that you must log in to view these materials. Should you have any trouble logging in, please contact compliance@formfree.com for assistance.
- 3. Is your organization prepared to employ strategies such as transferring work and remote work?**
Yes. 100% of our employees have the immediate ability to work remotely. Our team suspended business travel (whether to a client's office or conference) effective March 2, 2020.
- 4. Has your organization taken precautions to mitigate the spread of Coronavirus (COVID-19)?**
Yes. Our executive leadership, human resources and compliance teams have been receiving updates from the federal, state and local governments regarding the status of COVID-19. We are tracking Centers for Disease Control (CDC) and World Health Organization (WHO) updates to assess impact to our company, team and business. Our board of directors have been briefed about the situation and have reviewed our business continuity plans.
- 5. What steps has your organization taken to quarantine employees that may have had exposure?**
To the best of our knowledge, no full-time, part-time or contract employees of FormFree have been exposed to the COVID-19. However, our team is prepared and has reviewed quarantine guidelines recommended by public health officials with our employees. We have communicated to employees the importance of healthy practices and guidance provided by

the CDC (e.g., handwashing with soap, staying home when sick, covering your mouth when coughing, etc.).

6. Is there currently an impact to any of your organization's locations?

No. Our corporate office is located in Athens, Georgia. Some of our employees work remotely already. There has not been any impact to date.

7. Have steps been taken to address any potential impacts associated with third parties that support your operations?

Yes. FormFree has reached out to all business-critical third parties and reviewed their most up-to-date business continuity and/or pandemic plans.

8. What is your plan to continue operating if 20%, 30%, 40%, 50% or greater of your staff are impacted by the virus?

FormFree has one (1) physical office location where employees may work: our corporate office located in Athens, Georgia. However, all employees have the ability to work remotely at any time. FormFree has remote employees located in the United States in the following states: California, Colorado, North Carolina, Texas, Virginia and Washington, D.C.

In the very unlikely case where 20% or more of our staff is affected, we are prepared to support existing production and support capacity through the use of contractors and third-party vendors. We also have critical suppliers who are able to supplement specific technical, support or other business functions if needed.

9. How are you ensuring that you are notified if any of your downstream providers are impacted?

Our vendor management and executive leadership teams have identified a dedicated, single point of contact at each provider with whom we are discussing business continuity plans related to the impact of COVID-19. FormFree will continue to discuss and monitor the situation during weekly meetings with key partners and vendors. Our Business Continuity Plan and Pandemic Response Plan have been shared with all critical third parties. As appropriate, FormFree has requested to receive and review business continuity and pandemic plans from key partners and third parties.

10. How do you intend to communicate with clients regarding any impact to your own provision of services or that of your subcontractors?

In the unlikely circumstance FormFree is unable to perform its services, we will provide appropriate notices pursuant to our existing contractual agreements with each of our clients and partners.