Document title

QUESTIONS & ANSWERS FOR COVID-19 – UPDATE 16 MARCH 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.

Euronext has Business Continuity Management plans for all its locations and company-wide which are regularly tested.

Euronext continues its active monitoring of the situation, and in light of the surging number of Covid-19 infections throughout Europe, Euronext has prepared itself to implement additional measures on either a local or group level, as the situation may require. These precautionary measures are 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 in the event that the situation deteriorates further.

Questions and Answers

1. Does Euronext have in place a plan or strategy for pandemic planning, and has it been reviewed in the context of Covid-19?
   A: Yes, Euronext has a pandemic plan in place. The pandemic plan and business continuity plans have been leveraged with respect to Covid-19, for example, reinforced actions include daily monitoring of government guidance to enable agile decision-making. Euronext's federal and decentralized model supports the arrangements put in place and avoids high concentration of any of its critical departments to preempt as much as possible risks in any one of its locations.

2. Does Euronext anticipate or have you already identified either a contracted product or a service provided that may be impacted by the recent Covid-19 outbreak?
   A: Providing access to our trading platform and other contracted products and services is the primary focus of our efforts and measures are in place to avoid any disruption.

3. Is Euronext restricting business travel for its employees?
   A: Euronext has halted all non-critical business travel for all employees until further notice.

4. Does Euronext have visitor screening controls in place across all of its locations?
   A: Euronext has adopted a no-visitor policy at all locations until further notice. All meetings have been postponed or will take place via telephone/conference call.
   Euronext has cancelled all events organized by Euronext or hosted on its premises (including internal events). This policy applies to tenants of Euronext buildings where applicable.

5. Does Euronext's Business Continuity Plan cover all business and staffing functions and locations where staff is located?
   A: Euronext's business continuity arrangements cover all departments and all locations where Euronext has staff. Business continuity arrangements are tested on a regular basis.

6. Does Euronext have remote working or alternate work arrangements in place?
   A: Yes, Euronext has remote access capabilities or other continuity arrangements in place covering all teams/departments, and in relation to the team, and severity of the situation. Critical operations departments are spread over more than one location in order to inherently mitigate the risks in any one location.

7. 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.

8. How does Euronext plan to trigger an escalation 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. Euronext has already implemented an employee rotation and isolation policy for its market critical teams, to ensure business continuity for our clients. Non-critical teams are working from home as recommended by local governments.

   These additional measures will not affect market operations. They have been put into place to ensure the health and safety of all Euronext employees, clients and business relations.

9. Has Euronext cancelled any events, including IPO ceremonies?
   A: All events (internal and external) and meetings organised by Euronext have been cancelled until further notice. Euronext has also asked all employees to limit their attendance to all non-critical external events.

Member Communication

10. Does Euronext have a notification plan to reach out to members?
    A: An Info Flash was proactively issued to its members and clients on 6 March 2020, informing them of Euronext's preparations. 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 at this stage? 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-euronext/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.