

March 19, 2020

Dear valued Customer,

As COO of Omada I would like to update you on how we are ensuring business continuity in this unprecedented situation caused by the Coronavirus/COVID-19. We know that our software and services are an integral part of your IT landscape and hence want to let you know that we are operating our business on a normal basis and have a plan for continuous operations.

During the past weeks we have followed all official guidelines from local authorities in the countries in which we operate, and we are taking all recommended precautions to provide a safe environment for our employees, our partners, and our customers. Starting Monday this week we have taken further steps ensuring that most of our employees are working out of their homes. As a technology company we have all the facilities to work remote and our teams have access to all required systems, processes, and co-workers while doing so.

The key functions we deliver to our customers are covered as follows:

OISaaS operations

- Our operations team covering the Omada Identity Suite as-a-Service is following their standard operating procedures regarding business continuity. We have our teams on multiple location all being able to work from home.

Customer Success teams

- Customer success managers are at present reaching out to all customers to align on current/planned work and to see if we can assist in keeping your business operational.
- Omada Consulting teams are continuing to deliver as normal. They work from home and has all the access and tools needed for doing so. All teams are having daily video calls every morning to align and ensure progress. Customer meetings are also conducted via video conferencing.
- Omada Academy has shifted all their classroom activities to virtual events. Customers who prefer the more traditional classes have been offered to postpone their participation until authorities open for such activities again. Our e-learning courses are of course available as usual.
- Omada Support teams have increased staffing to handle additional incoming load from our customers. We have taken specialists from our Customer Success organization and included them in the on-duty roster to ensure that the needed skills are always available. We are hence fully capable of delivering to the service level for which our customers have signed up.

If you as a customer are experiencing problems with the daily operation of your OIS systems, we can offer advise on how this is best done in a remote mode or by taking over parts of the daily operations should it be required.

We know that running a smooth identity program is critical to you. Should you have additional needs in this extraordinary time, please do not hesitate to reach out to your customer success manager or directly to me. We will do our best to support you.

Best regards,

A handwritten signature in blue ink that reads "C Stendevad".

Christian Stendevad