

PayPay contingency measures to COVID-19

Due to the worldwide epidemiological evolution of the new coronavirus (COVID-19), and where Portugal is no exception, PayPay has decided to implement, as an exceptional preventive measure, a contingency plan in order to protect the health of its employees, reduce the risk of transmission and guarantee the continuity of the services provided.

This decision is consistent with the decision of the Government to extend the alert level throughout the country, an instruction that has been followed by the vast majority of the Portuguese business sector, including companies responsible for critical infrastructure and services.

In compliance with this decision, the following measures have been adopted:

- Access by clients, visitors and suppliers to PayPay facilities is restricted, particularly with regard to meetings, visits, monitoring of projects or other;
- All meetings of our commercial teams are postponed, giving priority to the use of technological alternatives to continue offering all our support services (remote access, videoconferences, mobile devices, emails, telephone contacts, etc.);
- Strengthening of technological infrastructures to allow remote work for a greater number of employees;
- Preventive quarantine periods, in case of suspected infection or contagion, for employees who have just arrived from geographic areas classified as critical, as well as for employees with fragile health conditions, who will receive the necessary means to carry out their activities through telework;
- The rest of the usual means of contact with PayPay continue to operate, that is, emails and telephone lines.

Despite the adoption of all the corresponding measures so as not to affect the commitments and / or levels of the services, the implementation of a telework regime may have impacts, mainly with respect to the level of evolutionary projects, being a priority for all the teams to monitor them and, in the event of adjustments in the schedule of commitments or reduction in the SLA, immediately notify affected customers.

Each person must be responsible for himself/herself and for his/her behaviour on society. The contribution of everyone, individuals and companies, regarding the respect and compliance with good practices and the recommendations of health authorities, is essential to overcome this period of global crisis.

Yours faithfully,

PayPay Management