



To Our Valued Customers and Partners,

As the world continues to grapple with COVID-19 (coronavirus), we want to ensure that you, our customers and partners, are regularly updated on how Progress is dealing with the pandemic. As mentioned previously, we remain steadfast in our commitment to business continuity and to your success, while at the same time taking extensive measures to ensure the safety of our employees.

Currently, we remain focused on two things:

1. Mitigating the spread of COVID-19 to protect the health and safety of our employees and community.
2. Maintaining seamless business continuity for our valued customers and partners, with no disruption in support services.

Like many other companies today, our entire workforce is operating remotely. Being a global company, Progress has always been adept at working in virtual environments. Therefore, the transition to remote operations has been seamless and resulted in minimal impact to our level of service to our customers and partners. Additionally, we continue to compensate those employees who are unable to perform their job duties remotely and we are complying with all governmental travel/self-quarantine recommendations.

The flexibility and focus of our employees, over the last few weeks, has enabled us to accomplish a lot, despite these difficult times. For instance, we continue to provide uninterrupted technical support and professional services for our customers and partners in all geographies; our engineering teams are delivering product enhancements and meeting our roadmap commitments; and our Cloud-based services remain uninterrupted.

To maintain ongoing communication with customers and partners, we launched a [COVID-19 page](#) on our website. You can access the latest updates as they relate to COVID-19 and our business operations on this page.

Lastly, on Thursday, March 26 we announced our Q1 financial results. During our quarterly earnings call, we touched on our strong Q1 performance and how our underlying financial strength can help us deal with the future economic uncertainties caused by COVID-19. You can view the details [here](#).

To help those negatively impacted by the pandemic, Progress has committed to donate \$100,000 in COVID-19 relief efforts. Our leadership team is closely monitoring the situation globally and will continue to provide updates as appropriate via email and on [our COVID-19 webpage](#).

We value and appreciate our employees, customers, and partners. These are unprecedented times that have changed our lives; we will come through this together and emerge stronger.

Yogesh Gupta

Chief Executive Officer

Progress