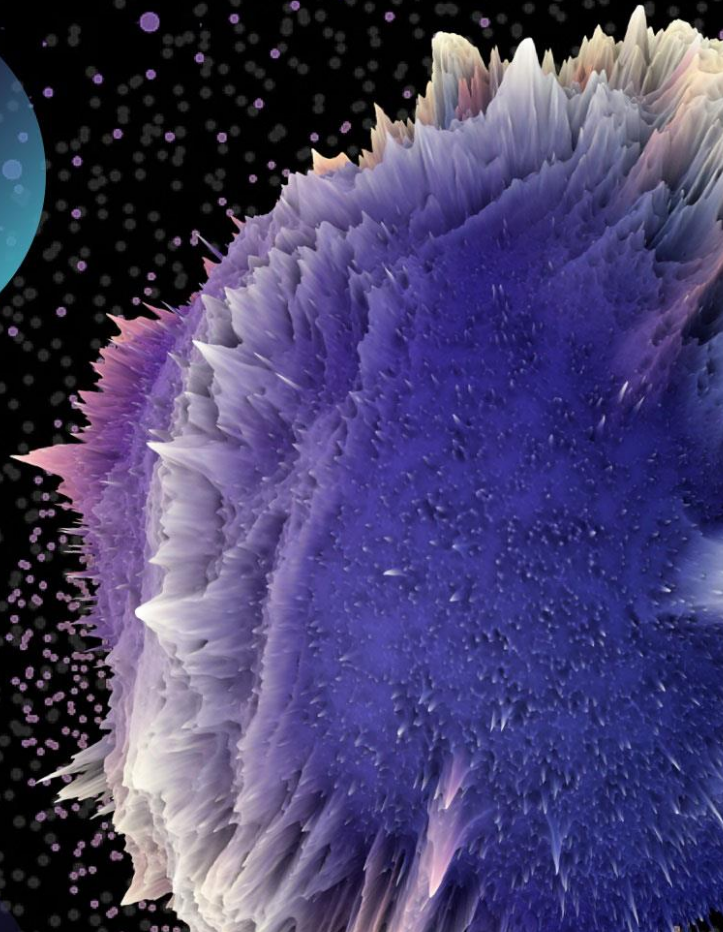


Business Continuity

COVID-19 Pandemic Information - Version 1.2



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1 Covid-19 Pandemic background

COVID-19 is a new illness that can affect your lungs and airways. It's caused by a virus called coronavirus. A Coronavirus is a type of virus, which is common across the world. COVID-19 is a new strain of the Coronavirus identified in Wuhan City, China in December 2019. The incubation period of COVID-19 is between 2-14 days. This means that if a person remains well 14 days after contact with someone with confirmed Coronavirus, they have not been infected.

Signs and symptoms of COVID-19 may include cough, difficulty in breathing and fever. Generally, these infections can cause more severe symptoms in people with weakened immune systems, older people, and those with long term conditions like diabetes, cancers and chronic lung disease.

There are two-main ways in which people can spread COVID-19:

- By contact with people who have been infected (within two meters);
- By touching an infected surface, object or hand of an infected person

2 Summary

ORIIUM is committed to the well-being of our staff, customers and suppliers. The entire organisation falls under the scope of the ISO 27001:2015 standard ensuring we have robust and tested business continuity plans in place.

This document outlines the activities, resources and procedures applied to ensure customers remain unaffected during this pandemic and services continue uninterrupted.

Throughout the ongoing pandemic the ORIIUM business continuity team (including SMT members) will continue to assess the scope of COVID-19, keep the business informed and manage key stakeholders as well as staff, suppliers and customers.

3 Remote working

We have invested in our systems and infrastructure to ensure that we can continue to provide all of our services in these situations, for example:

- Cloud based telephony enabling staff to communicate using any device
- Cloud based incident management, ERP and CRM systems
- Cloud based collaboration tools

The toolsets and systems we use have been designed to provide secure access from any location. This ensures that if we have to close an office or there are restrictions on travel we can continue to support, manage and orchestrate systems from any location such as staff

homes or temporary offices. Our flexible working policy means that these systems are used and tested on a regular basis.

4 Offices

Locations in scope;

- ORIIUM Operations North, ORIIUM House, 17 North Hill Road, Headingley, Leeds, LS6 2EN
- ORIIUM Operations South, Maple House, 198 London Rd, Burgess Hill, RH15 9RD

Whilst we have instructed teams to work remotely where possible, all facilities, until further notice, will continue to operate normally until either a specific directive from the Government has been issued or a site-specific issue has been identified.

If you have a meeting scheduled at our offices, before arriving please contact your host to check that the office you are planning to visit is open. If guests are suffering symptoms described in the latest NHS advice (included in section 1.7) they should stay at home so we can minimise any risk of infection at our offices.

5 Data Centres

The cloud services we provide for our customers are hosted in UK Tier 3 Enhanced Data Centres located throughout the UK. All 3rd party providers adhere to the same (or equivalent) standards as ORIIUM and have their own published business continuity plans in place to ensure that there is no interruption to service at any time, including pandemics. Services are delivered from two geographically separate sites, unless specified otherwise, and can be remotely managed by our team which includes the provisioning of new services.

6 Supplier Management

As part of our supply chain management process we ensure that all key suppliers have robust business continuity plans in place. These processes are audited for compliance and effectiveness regularly.

7 Preventative Measures

We monitor government advice relating to the virus and provide our staff with regular updates as the virus information changes. We have taken comprehensive measures including but not limited to:

- Displaying signs asking staff and visitors to wash their hands regularly and appropriately
- Making hand sanitiser available and providing tissues around our offices
- Cancelling face to face meetings in favour of conference calls and video conferencing
- Providing training to staff on the symptoms to look out for and appropriate actions to take

- Encouraging staff to work from home where possible
- Regularly disinfecting frequently touched objects such as electronic equipment

8 Further Information (including information sources)

ORIIUM will continue to keep customers, suppliers and staff as up to date as possible during the pandemic. This includes supporting anybody within our community that may be impacted by the effect of COVID-19. To discuss this directly with us you can contact your account manager or operations team in the normal manner outlined on our website – <https://www.oriium.com/contact>

Further useful information regarding the pandemic can be found below:

Coronavirus (COVID-19): UK government response

<https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response>

NHS Coronavirus (COVID-19)

<https://www.nhs.uk/conditions/coronavirus-covid-19/>