

COVID-19 Business Continuity Statement

We are aware of the impact that the COVID-19 virus is having or is likely to have on our customers. During this period we are focused on ensuring that we look after the well-being of our staff and maintain business continuity for our customers. To this end we have a business continuity framework in place that covers a variety of potential incidents, including the impact of pandemic illnesses.

In response to the COVID-19 virus we have reviewed the business continuity framework, and implemented the relevant actions below. We are confident that we are able to continue to provide contracted services.

Some of the actions underway include:

- Daily meetings of our business continuity committee.
- Daily monitoring of the advice and guidance issued by the public health bodies in the countries where we are operating as well as the World Health Organisation;
- Monitoring of national guidance on travel and action ensuring all staff comply
- Implementing specific guidance for colleagues to not attend customer meetings if they are unwell
- Testing our remote working for staff and plans for social distancing
- Reviewing contingency plans for all core policies and processes and cross training individuals
- Creating a single point of contact for customers with COVID-19 questions using the email address corona.virus@allocatesoftware.com

What core measures are in place to ensure business continuity of infrastructure?

- All cloud and infrastructure teams are able to work remotely
- We have assurance that our infrastructure suppliers (Amazon Web Services, Red Centric) have resilience in both infrastructure and people to maintain continuity of services. We have reviewed their business continuity reports and testing
- We anticipate that our customers will have an increase in remote/home workers and as such are increasing internet capacity to account for additional demand.

What steps are in place to maintain support services?

- All Allocate support teams are able to work remotely in the event of office closure or self isolation
- Allocate support teams have sufficient resilience and additional product support is available from different locations to add additional capacity if required

How will Allocate support implementations during this period?

- All training and implementation staff have the ability to work remotely
- There is sufficient resilience in the team to ensure that our commitments can be delivered. We are also aware that especially due to the nature of our customer's work we may need to respond with flexibility
- Customer implementation meetings can be done via video or telephone call with supporting materials shared by email or online for collaborative sessions
- All training can be run remotely giving customers access to training on-line

How will development be maintained?

- Allocate R&D teams are able to work remotely in the event of office closure or self-isolation
- Key teams and capabilities have sufficient resilience to ensure continuity of development services can be delivered
- We have reviewed the business continuity plans of our development services partners to ensure they have resilience in both infrastructure and people to maintain continuity of services