

IDS Pandemic Response Plan

Customer Update #1 (March 13, 2020)

With the recent announcement by the World Health Organization (WHO) classifying the spread of the coronavirus (COVID-19) as a pandemic, we wanted to share with you the steps IDS is taking to continue to provide support and services to our customers during this outbreak. Our primary concern is for the safety and wellbeing of our customers and employees along with maintaining continuity of our business operations. If there is a need to close our offices, we are prepared to continue serving our customers through alternative remote work arrangements which provide full and secure access to our tools and systems. IDS has a full Business Continuity Plan (BCP) in place and will act on parts or all of the plan where appropriate. Below are a number of current measures and considerations in place for the ongoing support and servicing of our customers:

Employee Remote Work Capability

This week, IDS updated our census of all employees and managers ability to securely access corporate systems remotely in the event that one or more of our offices need to be closed. Any gaps identified in this capability have been addressed (through additional training and/or equipment availability) to ensure ongoing operations in the event employees need to work from a remote or quarantined environment. We are in the process of completing a full stress-test of our remote connectivity via full remote working for all employees by key operating locations. The scope of this test includes critical functional areas of support, services and product development. This stress-test will be completed for all IDS global locations by March 19th.

Support and IDScld Managed Services

The IDS support and IDScld managed services teams are able to provide normal operations for our customers remotely through our secure infrastructure, systems and internal communication tools. This includes day-to-day system operations and incident response for issue resolution and service requests.

Travel Restrictions

IDS has restricted employee business related travel for the near term to limit the possibility of exposure to the COVID-19 virus. As the situation continues to be fluid, we will monitor this policy and approve employee travel on an as needed basis. We are restricting participation in industry and other professional events involving large crowds and reassessing on a weekly basis.

Services Engagements

Customer Projects and Service Engagements: IDS is equipped to deliver customer services engagements remotely including new implementations, upgrades, data migration, training and general consulting. We will continue to be in communication with our customers during this time in order to understand potential travel or onsite restrictions they may be implementing as part of their response plan. IDS is working with customer to mutually agree revised working plans where needed. IDS currently expects minimal (if any) impact to our ability to deliver customer projects.

Additional Services & Support Available: In order to provide our customer partners with additional support during this critical time, IDS has the ability to provide select managed services or staff augmentation to assist with their pandemic response plans. Please do not hesitate to submit a service request through our self-service portal if IDS can assist your organization with additional services.

Ongoing Communication and Contact Information

In addition to the above measures, we continue to communicate with all of our global employees on best-practice hygiene measures, situational updates from reliable and trusted sources including the CDC and WHO and have asked our team members to self-quarantine and seek medical attention should they feel sick or believe they may have been exposed to the virus.

It is our hope for a quick resolution to the current health crisis. We have implemented appropriate measures to ensure the continuity of our business and the ability to support our customer's needs. We will continue to provide periodic updates as we monitor and work through this global concern. If you have any questions or concerns, please reach out to your IDS account executive or our crisis communications leaders:

Americas and Europe: Ray Wizbowski - rwizbowski@idsgrp.com - +1.612. 851-3370

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Thank you,

IDS Management