

IDS Pandemic Response Plan

Customer Update #2 - March 16, 2020

Subsequent to our last communication, IDS has implemented a number of measures from our Business Continuity Plan (BCP) including the following:

Temporary Office Closures: Minneapolis & Bangalore

As the number of cases continues to climb globally as a result of an increase in community transmission and in response to local government actions in our key operating locations, IDS has temporarily closed offices in Minneapolis and Bangalore. At this time, these **offices will be closed between March 16th and March 20th** with **all employees immediately working under our remote-work policy**. IDS executive team will meet daily during this period to assess the situation to determine the best course of action based on up-to-date information from trusted authorities. We have taken the necessary steps to ensure ongoing business continuity and customer support in the case these office closures need to be extended more broadly or for longer periods of time.

Employee Remote Work Capability

In anticipation of possible closures, IDS updated our census of all employees and managers ability to securely access corporate systems remotely. Any gaps identified in this capability have been addressed (through additional training and/or equipment availability) to ensure ongoing operations. Stress-testing of our remote-work plan was also performed. IDS IT staff are on call to provide technical support to our employees to ensure they are able to continue operating productivity as they work remotely.

Support and IDScLOUD Managed Services

The IDS support and IDScLOUD 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 customers 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.

We hope to put this crisis behind us as soon as possible, but in the meantime, we continue to make employee and customer health and safety along with business continuity our top priorities. We have implemented and will continue to assess 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:

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Best wishes and stay safe,

David Hamilton
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