

## IDS Pandemic Response Plan

### Customer Update #3 - March 25, 2020

In our ongoing effort to keep you informed and in accordance with our Business Continuity Plan, IDS has implemented additional measures in response to the spread of COVID-19. These include the following:

#### **Extension of Temporary Global Office Closures**

With the growing number of countries implementing “shelter-in-place” or complete lockdown directives, **IDS has extended our global office closures, and employees will continue to follow our remote-work policy until April 30<sup>th</sup>.**

IDS executive team is meeting frequently to assess the situation and determine the best course of action based on up-to-date information. Necessary steps have been implemented to ensure ongoing business continuity and customer support for the duration of this remote-working period.

#### **Employee Remote Work Capability**

IDS employees have been working remotely for 8 days with minimal to no interruption in their ability to support our customers. While remote work can be challenging, the teams have quickly adjusted to the use of collaboration tools to continue to meet customer and internal deliverables.

#### **Support and IDScLOUD Managed Services**

The IDS support and IDScLOUD managed services teams continue to deliver 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 throughout the duration of the pandemic. IDS will monitor the recommendation of trusted sources to determine the appropriate time to allow employee business travel to resume.

#### **Services Available During This Crisis:**

*Customer Projects and Service Engagements:* IDS is equipped to deliver customer services engagements remotely including new implementations, upgrades, data migration, training and general consulting. IDS is working with customers to mutually agree revised working plans where needed and 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 is able to provide select managed services or remote staff augmentation to

assist with 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 to ensure a positive balance between work and personal responsibilities. To date, the feedback from the team has been positive and we are taking steps to maintain a good remote working environment.

We are all hoping for a resolution to this global pandemic, but in the meantime, we continue to make employee and customer health and safety along with business continuity our top priorities. Appropriate assessments are in place to ensure the continuity of our business and the ability to support our customers through these uncharted times.

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,

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