

COVID-19

Commify's Business Continuity Plan



COMMIFY GROUP IS PREPARED FOR CORONAVIRUS

Businesses are understandably concerned about the steps they should be taking to manage the risk of COVID-19, not least how well equipped their suppliers are to provide continuity of service in the event of a crisis.

This document aims to provide reassurance to our customers that the Commify family of brands is well prepared, and that there will be no impact on the services we provide to our customers across the world.

Q: Will my messaging service be affected if COVID-19 escalates?

No. Commify and its family of brands is fully prepared for a sustained office closure, which is the likely impact of a COVID-19 outbreak.

All of our staff can perform their roles from home, and all staff are issued with laptops and mobile phones where appropriate.

Our platforms and internal business systems are all cloud-based and can be securely accessed remotely. Commify is not expecting any disruption of service in the event of an emergency / crisis.

In summary:

- Commify runs on 100% cloud based technology
- Commify teams can work from any location
- Commify services are available across the world
- No disruption is expected

Q: Does Commify have a Business Continuity Plan (BCP)?

A: Yes; Commify has always taken business continuity planning seriously, and conducts annual tests of its BCP in each of its office locations. The outcome of these tests leads to further refinement of the plan in a continuous improvement cycle.

We have also developed a plan specifically intended for use in the event of a sustained office closure (i.e. longer than one week). This Sustained Office Closure plan is in direct response to the risk posed by COVID-19.

We are confident that all key risks have been identified and addressed as part of this plan, and that there will be no disruption of services for our customers if the plan is enacted.

In summary:

- BCP is tested three time a year, last tested in early March 2020
- BCP means the whole business is able to deliver our services in any situation.

Q: What forward planning are you undertaking to mitigate the risk posed by COVID-19?

Commify's BCP process is designed to prepare all of Commify's sites to cope with the effects of an emergency or crisis.

The Sustained Office Closure plan can be summarised as follows:

Communicate	<ul style="list-style-type: none">• A list of the people responsible for communicating information about the emergency / crisis• The frequency in which communications should be sent• The channels that will be used to communicate with staff• The channels that will be used to communicate with customers and suppliers (as required)• Templates to be used to communicate for speed of response
Control	<ul style="list-style-type: none">• How we will ensure that office locations are secured• Instructions, assets and examples for performing a digital register that confirms that all staff are available and ready to work• The role of IT and Technical Services in ensuring that all staff can access all services remotely

Handover	<ul style="list-style-type: none"> Some tasks may be better suited to an office for a sustained period. As Commify has offices across Europe / APAC, it may be possible to identify and hand over some tasks to still-operational sites.
Considerations / Risks / Mitigations	<ul style="list-style-type: none"> All employees are equipped with laptops and mobiles where appropriate We operate from cloud-based software such as G-Suite to enable continuity of business activities irrespective of location We have a VPN established to access on-premise resources and platform resources This section of our plan identifies and mitigates the risks
Site BCP Point of Contacts	<ul style="list-style-type: none"> A detailed list of staff members by location who are responsible for ensuring that their site is ready for a BCP event
IT/Tech Plan	<ul style="list-style-type: none"> Focuses on the role of IT and Technical Services during a BCP event and is designed to act as a guide

If you have any further questions or concerns, please contact your Commify brand account manager or support team.

