

Response to COVID-19 (Coronavirus) Impact and Mitigation Questions & Answers

Does Workforce Logiq have a Business Continuity or Disaster Recovery Plan in place to respond to a pandemic event, such as COVID-19?

Yes. Workforce Logiq has a Business Continuity Plan (BCP) designed using ISO 27001 standards; the plan specifies the continuity and recovery procedures for Workforce Logiq's information systems and business operations. The purpose of the BCP is to ensure that critical systems and operations can resume normal processing after a hardware, software, or environmental disaster – including a health related pandemic. The plan addresses both internal Workforce Logiq infrastructure and external resources affecting Workforce Logiq's information systems and business operations, and specifies the plan to avoid disasters, minimize the duration of disruption of service in the event of a disaster or pandemic, and facilitate the coordination of recovery tasks and resources.

The core of our system infrastructure is located within the Microsoft Azure Cloud which enables high availability and global redundancy with reliable and fast backup and recovery capabilities, and security and performance oversight with both 24/7 monitoring and 1,000+ dedicated cloud engineers. For the few remaining facilities-based systems maintained in secure data centers, each has both a local physical back up and physical disaster recovery site back up. We also have near real-time replication of all data for core systems between data centers. Local core systems utilize RAID 10 or RAID 6 ADG disk arrays. Physical and disaster recovery back-ups utilize RAID 5 disk arrays. All sites have back-up pathways to the internet in the case of service provider outage. Additional cold spares are available for all other non-core servers and infrastructure. Quarterly and yearly tests are run on various disaster recovery systems, failover, and back-up scenarios.

Our Business Continuity Plan covers any disaster that makes a business facility inoperable or unusable, or otherwise interferes with our organization's ability to deliver essential business services. In any disaster situation our first priorities are:

- Ensure the safety of all personnel on site.
- Secure the facility from threats or potential damage that threats can cause.
- Assess the nature of the threat and determine the appropriate response based on Workforce Logiq's Disaster Recovery and Business Continuity Plan.
- Implement the policies and procedures as detailed in Workforce Logiq's Business Continuity Plan.

In addition to our BCP, Workforce Logiq has established a dedicated Health Oversight Committee to navigate the current COVID-19 pandemic. The Committee meets daily; its recommendations have impacted the following internal policies:

- We are working with our customers on an individual basis based on their contingency planning and will continue to be fluid in our support as the situation unfolds.
- All non-essential travel is suspended until further notice for all Workforce Logiq team members globally.
- Employees have been advised to practice hand and respiratory hygiene and to avoid close contact with anyone exhibiting symptoms that may be consistent with COVID-19, including coughing, sneezing and/or a fever.
- As of March 17, all employees located in our global offices are required to work remotely; our India-based employees will move to remote work in phases beginning March 17 as well.

- Any employee exhibiting a cough or fever is not permitted to travel onsite to any Workforce Logiq or client offices.
- Employees who have recently returned from – or been in contact with anyone who recently returned from – any of the countries identified by the US Centers for Disease Control and Prevention (CDC) as high risk travel zones, must remain at home for at least 14 days and seek medical guidance immediately. In addition, Workforce Logiq requires a doctor’s note indicating employees are not contagious and are medically cleared before they may return to work. This same protocol will be followed if an employee is in contact with a confirmed case of COVID-19.
- Custodial staff has increased the sanitization of our offices and we have a rapid response team ready to conduct extensive disinfecting of any impacted office in the event there is a confirmed case of COVID-19.
- Should we become aware of an employee who has contracted COVID-19 – we will immediately notify any affected customer, supplier partners, and employees while adhering to privacy and HIPAA guidelines.

Who is responsible for executing Workforce Logiq’s Disaster Recovery and Business Continuity Plan?

A well-defined communication and disaster management strategy is critical to ensuring that tasks are efficiently executed and stakeholders are kept informed of the progress of recovery activities. With this in mind, Workforce Logiq has developed a number of strategies to assist in this process. The executive team will be responsible for directing and making all corporate communications during a disaster.

Our plan includes communicating to authorities, clients, contractors and contingent workers, and internal employees.

We have established a COVID-19 Info Center page on our website: www.workforcelogiq.com/covid19. Please use this online resource to stay up-to-date on COVID-19 news from Workforce Logiq.

How will Workforce Logiq ensure the unrestricted access and use of your Vendor Management System (VMS), and client support?

Workforce Logiq’s Vendor Management System (VMS) is delivered as a SaaS (software as a service). It can be accessed by users in any location provided they have internet access and a standard industry web browser. An advantage of this delivery model is that Workforce Logiq is not impacted by supply chain disruption typically associated with manufactured products. Additionally, unlike on premise solutions, Workforce Logiq’s VMS is accessible outside of office premises, meaning those residing in affected regions can easily access the system when working remotely. Workforce Logiq’s VMS also has a fully integrated mobile-based solution for remote access. [Click here](#) for additional information.

Can Workforce Logiq’s global infrastructure (VPN) handle extended, widespread work-from-home situations?

Yes. Our Infrastructure and VPN are designed and configured to support 100% of our workforce working from home.

What measures has Workforce Logiq taken or will take in the event of a further (global) spread of COVID-19?

Workforce Logiq is committed to minimizing the impact of COVID-19 across our global offices and have taken the following steps:

- **Employee Attendance:**
 - **Effective March 17:** Workforce Logiq has implemented a fully remote work policy across our global offices. We will continue to monitor this situation on a daily basis and communicate updates accordingly.
 - Workforce Logiq employees who are working at client sites will continue to follow client internal policies. If an employee has a health-related concern working at a client office location, notify your manager and HR (Donna Martin at: dmartin@workforcelogiq.com).
- **Employee Travel:**
 - All non-essential travel is suspended until further notice for all Workforce Logiq team members globally.
- **Sanitization of Facilities:**
 - Increased cleaning (including electro-static sanitization) by custodial staff of frequently touched surfaces such as desks, counters, bathrooms, doorknobs, and common areas.
 - Extensive disinfecting of an impacted facility by a rapid response team will be initiated should there be a confirmed case of coronavirus.
 - All facilities have hand sanitizer stations available to staff and all are encouraged to wash their hands frequently and follow the recommendations issued by their local health agencies.

If a Workforce Logiq employee has tested positive for COVID-19, what action will Workforce Logiq take?

Workforce Logiq's policy is for the employee's supervisor to identify all individuals who worked in close proximity (three to six feet) with them in the previous 14 days to ensure we have a full list of those who should be notified. Throughout this process, Workforce Logiq will comply with all HIPAA guidelines and privacy laws.

We will also contract with an outside company to undertake a deep cleaning of all affected workspaces.

If a Workforce Logiq employee has a suspected but unconfirmed case of COVID-19, what action will Workforce Logiq take?

Workforce Logiq will take the same precautions as for a positive COVID-19 case. Our policy is for the affected employee's supervisor to identify all individuals who worked in close proximity (three to six feet) with them in the previous 14 days to ensure we have a full list of those who need to be notified. We will communicate with potentially affected individuals to let them know that the employee has not tested positive for the virus, but has been exhibiting symptoms that could indicate a positive diagnosis is possible.

Workforce Logiq will not identify by name the infected employee – we are committed to complying with all HIPAA guidelines and privacy laws.