



RE: Coronavirus Preparedness - Business Continuity Plan Summary

Aquity Solutions has a robust Business Continuity Plan (BCP) to respond to any potentially disruptive event (natural disaster, cyber-attacks, pandemics, etc.). When such events occur, custom BCP action plans are created to address the following critical areas:

- BCP Response team
- Security Continuity
- Communications
- Service Levels, Recovery Time Objectives, Recovery Point Objectives
- Production Platforms/Systems
- Risk Analysis/Risk Treatment
- Vendor/Supply Chains
- Compliance
- Work Environment and Employee Staffing
- Corporate Policies and Procedures
- Incident Management

Aquity Solutions takes the threat of the novel coronavirus (COVID-19) pandemic very seriously and our critical business support teams are working together to ensure business continuity for our customers on a global level. A summary of those actions include:

- Formation of a Critical Incident Response Team CITR with defined roles and responsibilities
- Communication plan for customers, employees and vendors via multiple communication channels
- Risk assessment/Treatment Plan to determine systems, services, locations, and employees, in scope and develop a specific risk assessment/treatment plan specific to the event
- Employee education and advisories concerning good hygiene and preventative measures against spreading the virus
- Vendor/Supply Chain preparedness validation
- Employee telecommuting plan, including domestic and global production and corporate employees
- Production staffing models, including diverting production work to unaffected regions, telecommuting, shift management
- Implementing safeguards in all global offices and production centers to protect employees and reduce the risk of spreading the virus
- Review of all policies and procedures, adjustments as needed for business continuity
- Incident management plan to record all issues and events, including technical incident reports and service interruption logs, reviewed daily and weekly with management
- Review all RTOs, RPOs, SLAs in Business Continuity Plan
- Review and refresh all contact information for critical employees, customers, vendors, government agencies



- Actively monitor the government agencies for status, recommendations and alerts where AQuity Solutions operates
- All critical corporate and production systems migrated from physical Data Centers to Microsoft Azure

If you have any questions or concerns, or would like more information, please feel free to contact your account manager or client representative.

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