

FROM THE DESK OF THE CEO, IAN MANOCHA – 17TH MARCH 2020

The situation with Covid-19 is a shared concern for all of us and I am writing to let you know what we are doing at Gresham and how we can work together.

Our Covid-19 Incident Management Plan and Business Continuity Plan covers our global business. Our Incident Management Committee is monitoring developments carefully and we are following government guidelines to keep our people, and our extended network of customers and partners, fully informed and as safe as possible.

- We have already implemented a 100% work from home policy for all staff who would ordinarily be based at one of our nine global offices. Our corporate networks, systems and processes have been fully tested for such a scenario and our people have any array of tools to enable them to be fully engaged and productive. This should be seamless to you, but please let us know if you experience any inconvenience and we'll try to address it. Our physical offices will remain closed for the foreseeable future and we have reduced travel and face to face meetings to the absolute minimum.
- Our staff have been fully briefed on how prevent the spread of the virus. They have been briefed on how to spot the symptoms of Covid-19, how to respond swiftly, and they understand what they may need to do in terms of reporting and self-isolating to protect others. We are keeping the appropriate records and you can be assured that will inform all other colleagues, customers, partners and others that may have had contact with any of our staff that are known to be at risk.
- Our consulting staff based at customer sites are aware that they must follow all local procedures as set out by their hosts. Our team are passionate about what they do, and we all want to keep consulting projects and implementation work on track. We believe it is preferable for routine consulting work to be carried out remotely. At some point that may become a necessity. Therefore, please consider whether remote access needs to be provided to your systems for any of our staff and we will ensure that the on-boarding is conducted as swiftly as possible from our side.
- If you are one of the many customers who have entrusted us to provide a cloud service in AWS, or in our private Luxembourg data centre, you can be assured that our data centre partners have got robust business continuity plans of their own designed to cope with these types of situations, and we do not anticipate any outages or interruption.
- If you manage your own Gresham solutions and need extra help because your own in-house resources are not available, please just reach out. Our customer support team is globally distributed and fully connected and operates 24/7. As a result, we are very confident in our ability to continue to deliver our support services without disruption.
- Our usual contact channels can be found here: <https://www.greshamtech.com/contact-us>
- We recommend all formal communications to be electronic, although we are checking our physical post at our key locations weekly.
- Should your organisation need to report any potential risks to our staff that have been in contact with your team please let them know directly if possible. Alternatively, please contact me or your usual Gresham contact. You may also contact people@greshamtech.com to get straight through to our global HR team should circumstances warrant it.

Should you have any questions please contact your Gresham account manager, or just reach out to me personally at any time. Rest assured we will be doing everything possible to keep your people and ours safe, as well as keep your business moving along in these difficult circumstances.

Thank you for your continued support and wishing you all good health.