Pandemic
Client Response

Client Document

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1 INTRODUCTION

1.1   Purpose

The purpose of this document is to provide an overview to Clients concerned about the recent Coronavirus (COVID-19) outbreak and the measures Pomeroy has in place and is actively undertaking to monitor and respond to the developing situation.

1.2   Overview

Pomeroy is mindful of its responsibilities towards its employees, its business and our clients' interests. Pandemics, whether mild, moderate or severe, can affect a large proportion of the population and require a multi-sector response over several months or even years. Pomeroy recognizes that today, with a significant increase in global human population and international travel, the potential threat of a pandemic outbreak spreading rapidly is significant and the recent outbreak of Coronavirus is an ongoing concern.

Pomeroy is committed to minimizing any potential risks or impacts of such threats and believes in a calm, controlled and measured response.

1.3   Scope

The content of this document specifically applies to the current Coronavirus outbreak threat but is also valid for a wider scope of pandemic threats. The proactive measures undertaken applies to all global regions of the Pomeroy business.

The plans in place are *focused* around the safety of Pomeroy employees and suppliers/vendors that Pomeroy depends on for delivery of services to its clients and the continuity of support service operations for all Clients.

1.4 POMEROY BCMS

Pomeroy has an established Business Continuity Management System that is aligned to

the ISO 22301 Standard.
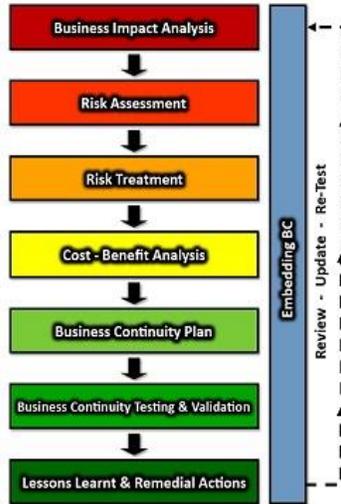
The management of BC depends on integration with the organization's strategic and day-to-day management as well as its alignment with business priorities and organizational culture in order to be successful.

It is recognized that a sustainable BCM program and the effectiveness of the response to all Pomeroy site locations and business functions undergo an annual Business Impact Analysis and Risk Assessment exercise. A number of scenarios are considered as part of this assessment including Pandemic related events.

The Business Continuity Plan is updated as part of this process and routine BC testing exercises are executed either a) Annually, b) Systematically as part of regular working practices or c) When significant business

operational changes occur.

2 PANDEMIC PLAN STRATEGY

2.1 Pandemic Preparedness Plan

The plan was last updated in late December 2019 and was reviewed with no further changes required early January 2020 at the time the Coronavirus outbreak was emerging.

Pomeroy's Pandemic Preparedness Plan is broken down into key sections as follows:

- Introduction
  - o Purpose
  - o Scope
  - o Assumptions
  - o Limitations
- Plan
  - o Pandemic Risk Alert Model
  - o Preparedness Planning
  - o Review and Test
  - o Monitoring Alert Levels

- Initiate
  - o Pandemic Response Team (PRT)

- o   Managers to Implement Local Plans
- o   Measures to Reduce Infection
- o   Pomeroy' Work Locations
- o   Customer Locations

- Control
  - o   Keeping Informed
  - o   Employee with Symptoms
  - o   Infected Pomeroy Location
  - o   Managing Communications
  - o   Inform Executive Leadership
  - o   Return to Normal Working

2.2   PRT - Pandemic Response Team

Aligned with Pomeroy's Business Continuity Management Plan, Pomeroy established a PRT and released a companywide statement to its employees advising them of the current situation, how it is being monitored, and standard guidance around measures employees should be undertaking (e.g. basic hygiene standards and travel advice).

Pomeroy's PRT is formed of the following roles:

- CIO - Business Continuity Management (BCM)
- Security Management
- HR Management
- Legal & Facilities Management
- Client Representation Management
- Service Team Management
- Procurement & Supply Chain Management
- Internal IT Management

2.3   Compliance & Audit

Pomeroy understands its responsibility to its own staff and the safety of customers, clients, and all personnel we work with daily. The BCM team maintains and manages a full record and log of PRT meetings and communications with site location managers, staff, partners, Clients etc.

2.4 Pandemic Awareness & Preparedness Portal

In addition, Pomeroy has an internal SharePoint portal that it uses for managing and communicating advice and guidance to its staff around any pandemic threats. The

Portal is maintained by the BCM & ITSCM team and has incorporated specific guidance and material relating to the recent Coronavirus outbreak.

Coronavirus Overview

Coronaviruses (CoV) are a large family of viruses that cause illness ranging from the common cold to more severe diseases such as Middle East Respiratory Syndrome (MERS-CoV) and Severe Acute Respiratory Syndrome (SARS-CoV). A novel coronavirus (nCoV) is a new strain that has not been previously identified in humans.

Coronaviruses are zoonotic, meaning they are transmitted between animals and people. Detailed investigations found that SARS-CoV was transmitted from civet cats to humans and MERS-CoV from dromedary camels to humans. Several known coronaviruses are circulating in animals that have not yet infected humans.

World Health Organization

| Situation reports | Travel advice |
| Technical guidance | Protect yourself |

Coronavirus - WHO Recommendations & Advice

During previous outbreaks due to other coronavirus (Middle-East Respiratory Syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS), human-to-human transmission occurred through droplets, contact and fomites, suggesting that the transmission mode of the 2019-nCoV can be similar. The basic principles to reduce the general risk of transmission of acute respiratory infections include the following:

· Avoiding close contact with people suffering from acute respiratory infections.
· Frequent hand-washing, especially after direct contact with ill people or their environment.
· Avoiding unprotected contact with farm or wild animals.
· People with symptoms of acute respiratory infection should practice cough etiquette (maintain distance, cover coughs and sneezes with disposable tissues or clothing, and wash hands).
· Within healthcare facilities, enhance standard infection prevention and control practices in hospitals, especially in emergency departments.

WHO does not recommend any specific health measures for travellers. In case of symptoms suggestive of respiratory illness either during or after travel, travellers are encouraged to seek medical attention and share their travel history with their healthcare provider.

A common question is around the usage of face masks for protection. Please see guidance on the left-hand side of this page, but also refer to videos and guidance on the **WHO** website.

When & How to Use Masks

Use of basic face masks provides limited benefit in preventing a person from catching a virus and essentially leaves the eyes exposed. WHO guidelines indicate that they can prevent hand to face contamination to a degree but only if used properly. On average a person touches their face 23 times per hour. They can be beneficial to a degree with someone who is already contagious and can prevent contamination through coughing and sneezing to a degree.

The Who guidelines are as follows:

- If you are healthy, you only need to wear a mask if you are taking care of a person with a suspected virus infection.
- Wear a mask if you are coughing or sneezing.
- Masks are effective only when used in combination with frequent hand-cleaning with alcohol-based hand rub or soap and water.
- If you wear a mask, then you must know how to use it and dispose of it properly.

The following provides further guidance on mask usage:

2.5 Portal Contents

Following is a summary of content available to staff on Pomeroy's Pandemic Awareness & Preparedness Portal:

Introduction Summary

- o Background & Overview
- o What is a Pandemic?
- o What are viruses? How do they spread? (Video guidance)
- o Historical Examples of Pandemics
- o Pandemic Summary

Information, Advice & Supporting Material

- o Plans & Factsheets
- o Crisis Communications Factsheet
- o Pandemic Preparedness Plan
- o Pandemic Risk Alert Model Factsheet
- o Pandemic Risk Alert Monitoring Factsheet
- o Pandemic Initiation Guidelines – PRT Factsheet
- o Pandemic Initiation Guidelines – Location & Facilities Mgmt. Factsheet
- o Pandemic Initiation Guidelines – All Staff Factsheet
- o Pandemic Controls - All Staff Factsheet

Coronavirus Overview

Coronavirus – WHO (World Health Organization) Recommendations & Advice

- o WHO Situation Reports (Link)
- o WHO Travel Advice (Link)
- o WHO Technical Guidance (Link)
- o WHO Protection Advice (Link)

- o John Hopkins CSSE Coronavirus COVID-19 Global Cases Dashboard (Link) (*Note this is monitored daily by the BCM and PRT teams*)
- o Coronavirus – Internal News & Updates Feed
- o Useful Links including regional Ministry of Health links by country for local advice.

2.6   Invocation of BCPs

In the event a Pomeroy site becomes compromised as a result of a pandemic event, Pomeroy will consider invoking its site based BCP. Pomeroy has the flexibility to operate under a largely mobile working model that means that essential staff will be moved to either their home locations or alternative locations where appropriate with minimal impact on operations. Further non-essential travel restrictions or self-isolation measures may also be introduced accordingly.

2.7   Employee Isolation

Pomeroy believes and advises its employees to err on the side of caution in the event of an illness. If a member of staff shows the signs of Coronavirus, they are instructed to inform their line manager and local HR representative and take local medical advice. If appropriate, Pomeroy may enforce isolation at a minimum and investigate other potential people that the affected employee may have been in contact with and take appropriate action to communicate to other employees and enforce homeworking processes on a wider scale where appropriate.

2.8   Supplier's Plans

Where appropriate, managers of departments that utilize suppliers and sub-contractors, or the assigned supplier relationship manager, shall request a statement from the supplier confirming their business continuity and pandemic preparedness planning strategy.

This statement shall be reviewed to determine whether there is a significant risk to the supply

chain, and the potential effect on Pomeroy' ability to meet its requirements with its clients.

Where necessary, the supplier relationship manager shall be responsible for obtaining additional supporting material and/or requesting specific action, and for the development of additional contingency plans (including, but not limited to, alternative sourcing).

Corona Virus Pandemic Plan

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2.9   Client Plans

Client Services Managers (CSMs) and client site delivery managers will liaise with clients to understand their general business continuity and pandemic planning requirements and the potential effect on service. This should consider:

• Requirements for site-based staff to satisfy customer plans.
• Adequacy of protection for Pomeroy site-base staff or individuals visiting Client sites and the need to consider contingency measures.

Where necessary, the CSM shall ensure that specific contingency plans are devised to satisfy the requirements.

Should any Pomeroy staff member that supports a client location become ill and unable to work, we have a local W2 resource pool to pull from. In any worst-case scenario; we have a large network of 1099 resources available as Smart hands and they would be managed / given tech support by our remote support desk, or trained workers isolated to their homes. Should we reach any of these worst-case scenarios, a Major Incident would be opened and MIM (Major Incident Manager) will be assigned and will be SPOC for the event.

3   CRISIS MANAGEMENT & COMMUNICATIONS

Pomeroy has adopted an approach to Crisis Management and has developed a framework which is key to managing any crisis event (including pandemic events) which involves the establishment and practice of essential communications, controls and measurable 'threat-level' classifications.

An overview summary of this framework is described in the diagram below.

Crisis Management

		Gold Command Team
GOLD	Strategic	• Overall control: Has accountability of organisation's finances and resources handling the incident. • Authority to articulate the strategy for dealing with the incident (E.g. Prioritise Clients). • Responsible for analysing crisis management progress and managing public relations, insurance, financial decisions, clients and/or suppliers at the highest level.
SILVER	Tactical	**Silver Command Team** • Assumes tactical command & manages implementation following the strategic direction given by Gold and makes it into sets of actions that are completed by Bronze. • Assess available resources - deploy these effectively across Scenario Instances. • Reports back progress to Gold Command for regular strategic evaluation. • Maintains Client contact and facilitates updates (where appropriate).
BRONZE	Operational	**Bronze Command Team** • Directly controls an organisation's resources in managing an incident. • Pro-actively liaises with staff teams on managing task execution. • Co-ordinates recovery or mitigation activities. • Takes tactical direction from Silver Command • Reports back progress to Silver Command for regular tactical evaluation

Control Directive

Progress & Status Reporting

GOLD Strategic

SILVER Tactical

BRONZE Operational