COVID-19 Coronavirus

ITPS operates a Business Continuity Policy and Plan, which is reviewed regularly and ITPS have invoked relevant elements of our plan to protect our staff and clients.

The ITPS BC Plan already contains plans for business and service continuity, for both ourselves and the systems and services supplied to our clients, during any pandemic and epidemic BC event scenario, for example influenza and Norovirus, etc. Through our BC preparations for such an event, COVID-19 would be included in our categories of preparation.

While there is currently no envisaged impact to the operation of our services, we wanted to reassure our clients by providing some details from our BC Plan and demonstrate our readiness should the UK COVID-19 infection rate continue to increase. We will update all customers via similar notices to this, should anything significantly change.

ITPS understand that many of the services we provide to our clients deliver or facilitate remote working for their staff and online access to their services by their customers, partners and suppliers. Therefore, ITPS work hard and have invested heavily in technology to ensure the continued availability of our services, irrespective of any BC event impact.

Specifically, in respect of any Pandemic/Epidemic event (COVID-19) impacting ITPS staff members, ITPS BC Planning ensures:

- ITPS have the ability to continue to securely operate our data centres and business systems from **any remote location**. This also includes securely remote supporting the operation of our customer systems located within ITPS data centres.

- ITPS staff members in each department are able to work securely from multiple locations.

- ITPS operate a business continuity centre, where staff can relocate should our head office become unavailable.

- A large proportion of ITPS staff members can work from home, should the need arise and a number of departments now have staff working from their homes to support our business and clients.

- ITPS employs multiple subject matter experts in each discipline and these staff members are able to work in multiple roles and transfer to other departments, should the need arise to maintain our service-centred approach to our clients.

- ITPS management and staff flexibility also includes, should the need ultimately arise, to prioritise Service and Support, with the controlled reduction of our less critical tasks, e.g. customers working with ITPS upon projects may wish, or need, to slow down or halt project work temporarily, which would result in staff being available to provide support to other business functions.

COVID-19 Coronavirus

- ITPS are proactively reviewing the necessity for visits to customers sites and customer visits to ITPS sites. ITPS will collaboratively work with our clients to prioritise support favouring virtual (remote) support over physical visits. But please be assured if you need a physical visit, it will be arranged wherever possible.

Impact to ITPS systems and staff

ITPS systems are designed to operate with high degrees of automation and autonomy, with minimal to no physical human intervention. Therefore, they will continue to operate.

ITPS systems can scale to accommodate a large amount of growth in demand. It is not envisaged that increase in demand, as a result of COVID-19 could exceed the current growth potential.

The fact that ITPS systems can be remotely operated and managed reinforces that ITPS envisage no negative impact affecting our ability to manage the systems used to support our clients. ITPS have confirmed staff capacity to work remotely at a level and scale to continue to support our systems and those of our clients.

ITPS data centres utilise multiple supplier-diverse high-capacity telecommunications and Internet circuits. We invest heavily in these and oversubscribe substantially to assure ourselves of continued growth potential and continued availability, no matter what the demand from our clients.

Support of the ITPS services can continue, should our staff work from home.

Where ITPS staff are required to travel and meet with individuals, our BC Plan requires that such meetings are 'virtualised' with the use of conference call, Video Call and Team collaboration facilities, to seek to minimise potential virus exposure.

Where ITPS staff are required to visit a customer's site, should COVID-19 case numbers worsen, ITPS will, prior to any visit, seek reassurances that no known customer staff members have had the virus and or that a deep clean has taken place at the location, in the last 10 days, where ITPS staff are being required to work.

What should our customers do?

ITPS recommend that our customers take similar precautions to those above and seek advice from ITPS about the potential for their staff to work from Home and other locations, which ITPS can facilitate.

Post an ITPS engineer visit, should COVID-19 cases emerge, in the customer's staff members, ITPS would require that we are notified so that we can consider the

potential need to request that the ITPS staff member, and any
they have come into contact with, work from home and seek medical advice.

Conclusion

The ITPS existing BC plan already has preparations for Epidemic / Pandemic
scenarios. Therefore, ITPS are well prepared for this type of BC event.

Given our state of preparation, ITPS do not envisage any negative impacts for our
customers.