

Empaxis Coronavirus Readiness Plan

Key Personnel Identification:

In emergency situations, select employees have been designated to carry out our Readiness Plan.

- A Point of Contact (POC) or selected team members have been appointed to coordinate pandemic readiness activities.
- These team members will set up/coordinate internal roles and responsibilities during an outbreak.
- Back-up personnel have been identified if the primary resource or selected team member(s) fall sick or are unable to execute responsibilities; and
- Back-up personnel have been identified for key functional stakeholders should personnel fall sick or are unable to execute their responsibilities.

Empaxis Response to Coronavirus Updates and Outbreaks

- Open channels have been established to respond to various scenarios (i.e. quarantine of areas, dealing with coworker(s) suspected or confirmed to be infected, monitoring service delivery/performance escalation and requirements).
- Selected team members are frequently monitoring breaking news and updates related to the coronavirus; relevant information is communicated to Empaxis team members.
- Designated team members to provide clients with status updates.

In-Facility Sanitation Measures:

- When employees enter our facility, their temperature is monitored and tested every two hours.
- Employees showing symptoms of sickness of any kind are immediately sent home.
- Employees are required to wash hands frequently.
- Handshaking is not allowed, and employees are required to maintain a minimum 6 feet (1.83 meter) minimum distance between coworkers.
- Disinfectants applied daily on all desktop and laptop computers, keyboards, mice, desks, tabletop surfaces, and door handles.

Work from Home:

Like many other organizations responding to the coronavirus outbreak, Empaxis employees may be permitted to work from home.

- Laptop computers, monitors, keyboards, etc. have been arranged to employees who require work from home.
- Empaxis-provided devices have been tested and secured for remote access to required devices and servers.
 - Per Empaxis Information Security Guidelines, client-related work on personally owned computers is prohibited.

Work from Home (Continued):

- Secure provision access to cloud file storage; shared access to documents is required (usage of multi-factor authentication and encryption).
- Role-based Access Control is already implemented to Access Documents as SharePoint
- Confirmed remote access capabilities, e.g. VPN and Citrix systems, are up-to-date and Internet service lines are secure and have sufficient capacity.
- Activated voice and video conferencing capabilities so that employee communication and collaboration can continue as normal.
- A communications coordinator has been designated to make sure team members and clients are able to communicate. They will also serve as a backup to ensure any urgent matters, calls or emails are responded to.

BCP (Business Continuity Plan) Executed in March 2020:

A. Staff Training

- Training sessions have been conducted with the entire organization to review the BCP.
- Employees understand their roles and responsibilities during any potential disruption in operations.
- Employees know how to access critical business systems as well as handle client-related tasks remotely.
- Exercises conducted in preparation for office closures, quarantines, health emergencies, as well as disruptions in public transportation and emergency response services.

B. Process and Business Functions

- Critical business functions (prioritized activities) as per client requirements have been identified.
- Setting up of alternate teams of employees (e.g. Team A & Team B) who are deployed at different work schedules (e.g. Team A working in the office during alternate weeks if required, while Team B works from home). The teams will be physically segregated to avoid the risk of infection between teams.
- Back-up employees have been defined.
- Employee sickness surveillance process has been developed to identify and manage sick employees.

Empaxis adheres to strict internal policies, as well as policies required by relevant government and business regulatory authorities.

Empaxis is a member of NASSCOM (National Association of Software and Service Companies) and follows the advisories shared by NASSCOM as well as the US and Indian governments.

Empaxis is ISO-27001 and SSAE-18 certified and is audited by Ernst & Young.