

Crimson Tide takes a broad approach to service continuity, including potential effects of an outbreak such as COVID-19. While there is currently no foreseen impact to Crimson Tide's operation of our services, we wanted to provide some detail regarding our preparedness should the situation change. Recognizing customers will have plans in place for enabling remote work in a situation like this, we are providing guidance regarding best practices under the "Action you can take" section that will help maximize the benefits of Crimson Tide services.

Specific to COVID-19, we are providing an outline of key preparedness activities to ensure continued service delivery during this event. The three areas of focus during any situation that challenges normal operations are as follows:

- Impact to systems – does the event have a potential impact on our systems used to deliver and support MPRO5?
- Impact to location – are the locations from which we deliver and support service effected and what is our response?
- Impact to people – are we prepared should there be impact to the individuals responsible for delivering service to our customers?

Impact to systems – First and foremost there are no known impacts to MPRO5 services. Heightened awareness is in place for the following areas:

- Service scale and operations – One of the benefits of a cloud service is the ability to scale dynamically, including utilization of our significant supply chain, reallocation of resources between services, and redistribution of load. We have seen an increase in the utilization of Teams which we have responded to and continue to monitor closely.
- Supporting systems – A general principle of cloud service operations is remote management and administration. We see no effect to our ability to manage the systems used to support MPRO5, and have confirmed adequate capacity for staff to work remotely at scale.

Impact to location – Our services are designed for remote administration; however, with the recent news that the Scottish government reported three new cases, taking the UK total to 90, we wanted to provide specific details around support of the service should MPRO5 engineers and developer's team be constrained to work from home.

- Crimson Tide employs a security first approach to administering MPRO5 service. Each engineering resource that is accountable for managing the service has the ability to securely administer the service without direct access to the corporate location.

People – We have the capability of ensuring continued operations with multiple subject matter experts in each discipline, with geographic diversity being a consideration.

- Employees responsible for managing the service all have access to needed resources to take action from home or the office.
- A "deep" on-call rotation allows for sustained support should issues arise and ensures that resources are available should individuals fall ill.

While Crimson Tide puts the safety and well-being of its employees at the forefront, our "defense-in-depth" approach is expected to allow for uninterrupted service operation should the virus spread significantly.

We will make updates to this Message Center post should the situation change.

Action you can take:

- Follow a similar program to the above ensuring consideration for your systems, people and work locations.

A handwritten signature in black ink, appearing to read "M. J. [unclear]". The signature is written in a cursive style and is located at the bottom center of the page.