

Business Continuity Plan – COVID-19

Tuesday, March 17th, 2020

Dear client, dear partner,

From the beginning, Digora has been closely monitoring the evolution of the Coronavirus / Covid-19 epidemic and its impact on the health of our employees, our clients and our partners.

As an expert for the operational maintenance and readiness of IT systems, we are aware of the importance of our role for your business. Therefore, we have put in place measures to guarantee the safety of our employees and ensuring the operational continuity of our services and our activity.

Government and health regulations are strictly applied at Digora, to be able to protect the health of our employees.

Since the beginning of the epidemic, we have implemented specific measures within our company, which we update according to information provided by the government:

- A multidisciplinary monitoring committee has been set up, responsible for monitoring the situation and adapting real-time measures taken within the company
- Employees have been made aware of the risk of contamination (communication and display campaign) through the prevention recommendations of the World Health Organization (WHO), as such the company has built up a stock of hydroalcoholic gel for the daily use of all employees
- Employees were invited to inform the employer of **any personal travel** to risky areas or any contact with a person at risk
- **Internal and external employee travels are suspended from Monday March 16, 2020 until further notice**
- **All employees, in the 3 countries where Digora is established, France, Luxembourg and Morocco will operate from the same date in remote working without any loss on duty**
- Face-to-face events are postponed or switched into virtual meetings

Collaboration tools, integrated into the company and used daily by employees, allow virtual meetings without impacting the operation of our services.

On March 24th, a suspicion of contamination has been reported within the company. Employees with a potential risk (contamination or in contact with a person contaminated) are invited to consult a doctor, inform their manager and keep them informed of the evolution of the situation.

This mode of operation imposed by epidemiological conditions does not affect the service to our clients. All our consultants are equipped to operate remotely and in a secured manner. Our organization and our intervention methods have been tested for several years including remote working.

Finally, it is important to mention that the consultants operating on the Managed Services are divided over several sites in France, which guarantees the continuity of our service, even if a site is affected. **All these measures are taken to respect our Service-Level Agreement (SLA).**

Digora is highly committed in preserving the health of its employees, partners and corporate clients as well as guaranteeing business continuity and customer satisfaction.

We are now, more than ever, listening to you throughout this situation and invite you to contact, if necessary, your Digora privileged contact or by email at contact@digora.com for any question or suggestion on internal measures.

Renaud Ritzler
Président

Gilles Knoery
CEO