



COVID-19 Statement: 18th March 2020

At The Positive Internet Company, the healthy well-being of our staff, customers, and communities is paramount.

Like all responsible businesses, we are closely monitoring the Coronavirus (COVID-19) outbreak.

We provide here an update on the actions we are taking, and to reassure you of our preparedness.

We have comprehensive plans in place to ensure that our own and our customers' platforms continue to run well, and that we can continue to offer our full range of 24/7 management and support.

We are currently operating as usual across the UK and US.

We have staff based across the UK and US; we are thus following guidance from Public Health England, the UK government, the National Health Service (NHS), the World Health Organization (WHO), the Center for Disease Control and Prevention (CDC), as well as relevant local health authorities, such as New York State.

The nature of our operations and our team allows us to adapt workflows flexibly in accordance with the evolving situation. As such, we reasonably expect to continue operating as usual, even amidst the wider uncertainty.

Around 30% of Positive staff already work from home on a regular basis as part of their normal working arrangements. On the week commencing 6th March 2020, we extended home-working as part of a pilot programme to cover approximately 75% of the team. This pilot progressed and concluded without any issues or service disruption.

As of Wednesday 18th March, and in accordance with UK government advice, we have now moved to full home-working for all staff wherever possible. US-based staff were already working from home for some time.

We are confident in our ability to continue to provide our usual 24/7/365 service, even in the event that our physical offices remain closed for an extended period.

Specifically, staff working in administrative, sales, accounts, and technical support positions are working from home until further notice. All staff have full access to all systems from secure multi-factor authenticated consoles at their remote locations. We have used secure VoIP technology exclusively for all phone calls for more than 10 years. This has provided us with extensive experience in re-routing our phone system quickly so that all calls are distributed across the team as demands change.

Our data centre, Positive Park, remains staffed 24/7 by both security and engineering personnel, as do our points of presence at third-party data centres.

We also have a rota in place so that if any data centre staff did become ill, or had to self-isolate, we could bring in other members of the team as appropriate.

The Positive Park campus includes its own accommodation, with multiple segregated living areas. Very few data centres have on-site staff accommodation of this kind. Because we do, we can use the whole premises for self-isolation whilst still retaining a staffed presence. This makes Positive uniquely well placed to ensure continuous operation even in the most trying of circumstances.

More generally, and in accordance with advice from global health authorities, we have taken various measures with regard to infection control, including strengthening our on-site cleanliness routines. These actions include, but are not limited to, the following efforts:

- Increasing the cleaning scope across our data centres and offices to sanitise all high-frequency touchpoints more often
- Ensuring sufficient stock levels of soap and soap dispensers remain filled
- Educating staff on appropriate and effective hygiene procedure, per NHS & CDC advice, and posting this advice clearly and visibly throughout our premises
- Creating a COVID-19 Liaison and Coordination Office

In common with other companies, and whatever the wider work-at-home situation is at any time, we have instituted a 14-day “work from home” policy for all Positive employees who fulfil the criteria currently posted on the UK government COVID-19 advice pages. These criteria are evolving daily, but have included the return from specific countries or areas, or the detection of symptoms oneself. Positive’s travel restrictions are updated regularly in line with the latest FCO/Department of State travel advice and are subject to change as we continue to evaluate travel risks worldwide. Presently, the UK government has advised that all non-essential travel be restricted, and we are heeding this advice. We have appointed a COVID-19 Liaison Officer and a deputy in order to:

- keep the company fully informed of the very latest official advice and legislation
- provide support to any member of staff who has any concern with respect to COVID-19
- answer customer and supplier questions with respect to our ongoing contingency planning and BCDR.

They are also responsible for keeping this document up to date.
You can contact the COVID-19 Liaison Office at covid@positive-internet.com.

We will continue to monitor the situation closely and look to implement further measures in coordination with best practices and updated guidance from the relevant authorities. We will keep you informed of any new developments that may impact you.

If you have any questions or concerns regarding the Coronavirus, please do not hesitate to reach out to us at covid@positive-internet.com.

These are turbulent times. Our staff, customers, partners, suppliers and wider communities are understandably anxious. It is clear that top epidemiologists are unable to predict the development of this pandemic. It would therefore be hubristic for us to presume what will happen next. What we can say with some confidence is that Positive is well-placed to deal with the undoubted challenges that will emerge over the next few months. We are ready to do all we can to support our colleagues, customers, and communities.

Positive has been in business since 1998. We have worked closely with many of our customers for two decades; as such, our partnerships go beyond mere “supplier” and “consumer”. We sincerely wish everyone in the Positive community a manageable and tolerable few months as we confront these profound challenges together.