

## Heartland Business Systems COVID-19 Continuity Plan

HBS's top priority remains the health and wellbeing of our team members, customers and the communities we live in. On January 30, 2020, the World Health Organization declared COVID-19 a global emergency. With that declaration, potential supply chain disruption in the IT support industry became a risk that we all must manage.

Although no business continuity plan can provide assurance of the removal of all risk, at HBS we are committed to maintain strong processes and controls to minimize the risk of a significant disruption to business operations related to COVID-19. Our continuity plan includes ensuring the safety and wellness of our staff, maintaining a consistent supply of technology components, and consistent communication with our customers.

### Elements for Continuity

We have taken the following steps to ensure the *safety and wellness of our staff*, to ensure continuous service and availability for our customers:

- Minimize outbound technical staff travel with restrictions on high-risk areas.
- Off-site quarantine of staff who are ill or test positive for infectious diseases.
- Increased facility sanitization and employee handwashing to ensure cleanliness and minimize infection spread.
- Exercise respiratory etiquette.
- Screening of all visitors (for symptoms and recent travel) to minimize the risk of infection spread at our facilities.
- Ongoing proactive communication with our staff and customers to ensure best practices and ongoing awareness.

We are implementing the following steps to ensure *supply consistency* to minimize the risk of service and support disruptions or delays:

- Provide remote support options for our Team Members to protect against disruptions for our client's technology needs.
- HBS is able to distribute Cloud workloads by accessing multiple HBS-owned data centers and those of our strategic partners which include Microsoft and AWS.
- Global supply chains are strained, and the impact varies by manufacturer. HBS is proud to be in excellent financial standing with our partners who include three of the largest distributors in the world. We will leverage those relationships to minimize delays in product delivery to the degree we are able.
- Avoid single sourcing of vital supplies.
- Work across our 10 locations to distribute service and product demands based on our customer needs.

With these measures in place, and constantly re-evaluating our team's efforts, we are confident that we will be able to minimize the business risk associated with this outbreak without negative impacts or disruptions for our customers.

We value our partnership and are committed to working through this challenge as seamlessly as possible. It is our commitment to provide you with world-class service and support always. Please do not hesitate to contact us if you have any questions or concerns.