

# Information from Asiakastieto Group

**Q: How does Asiakastieto Group plan for continuity in relation to the coronavirus?**

A: Asiakastieto Group maintains a business continuity plan structure which includes a crisis plan and business area continuity plans based on various generic scenarios.

The business area continuity plans detail what to do during a pre-defined timeline in the case one or more of these scenarios would occur.

These plans are very well updated and applicable in these times. We want to ensure you that we, within Asiakastieto Group, are doing our foremost in order to maintain a trustworthy business operation as well as deliver high quality data.

**Q: Has Asiakastieto Group taken any actions following the Coronavirus outbreak?**

A: Asiakastieto Group appointed four different taskforce groups in order to monitor the development and recent updates and guidelines from authorities. The group reports back to Asiakastieto Groups CEO and executive management group.

Asiakastieto Group closely follows and monitor the information issued by WHO, ECDC and local health authorities. Based on information from these sources, Asiakastieto Group issues instructions to all staff and consultants to control risks related to the coronavirus.

The current (April 3<sup>rd</sup>) instructions include:

- All employees that are able to work from home without affecting the business in a negative way are instructed to do so.
- Applicable continuity plans have been activated, and the taken measures have been found effective for ensuring the undisrupted continuity of our services in the current situation as well as the future Corona scenario predicted by local authorities.
- All meetings shall take place digitally if possible.
- A link to WHO's web page with information regarding the coronavirus outbreak, as well as regular information for all employees has been posted on a separate information page on Asiakastieto Group's intranet and staff are instructed to read more on how to protect themselves.

We want to ensure you that these decisions will not in any way affect our everyday business or our reachability.