

# 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.

Currently, the coronavirus outbreak does not qualify activation of any of these plans. However, Asiakastieto Group is closely monitoring the development and is prepared to activate plans as applicable.

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

A: Asiakastieto Group appointed a taskforce group on Thursday the 27<sup>th</sup> of February that meets daily 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 (March 12<sup>th</sup>) instructions include:

- All employees that are able to work from home are encouraged to do so.
- All employees is still required to work from home during 14 days after visiting a country with a documented spread of the coronavirus.
- All internal and external meetings shall take place digitally if possible.
- We are restricting our travelling only to those occasions when travelling is absolutely obligatory
- 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.

- All eight offices within all four countries has also taken precisions by informing external guests on all our front doors that they aren't allowed within our premises if they recently have visited any of the risk countries/regions.

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