

datacentrix

COVID-19

External communication

**Serious about performance,
passionate about value**

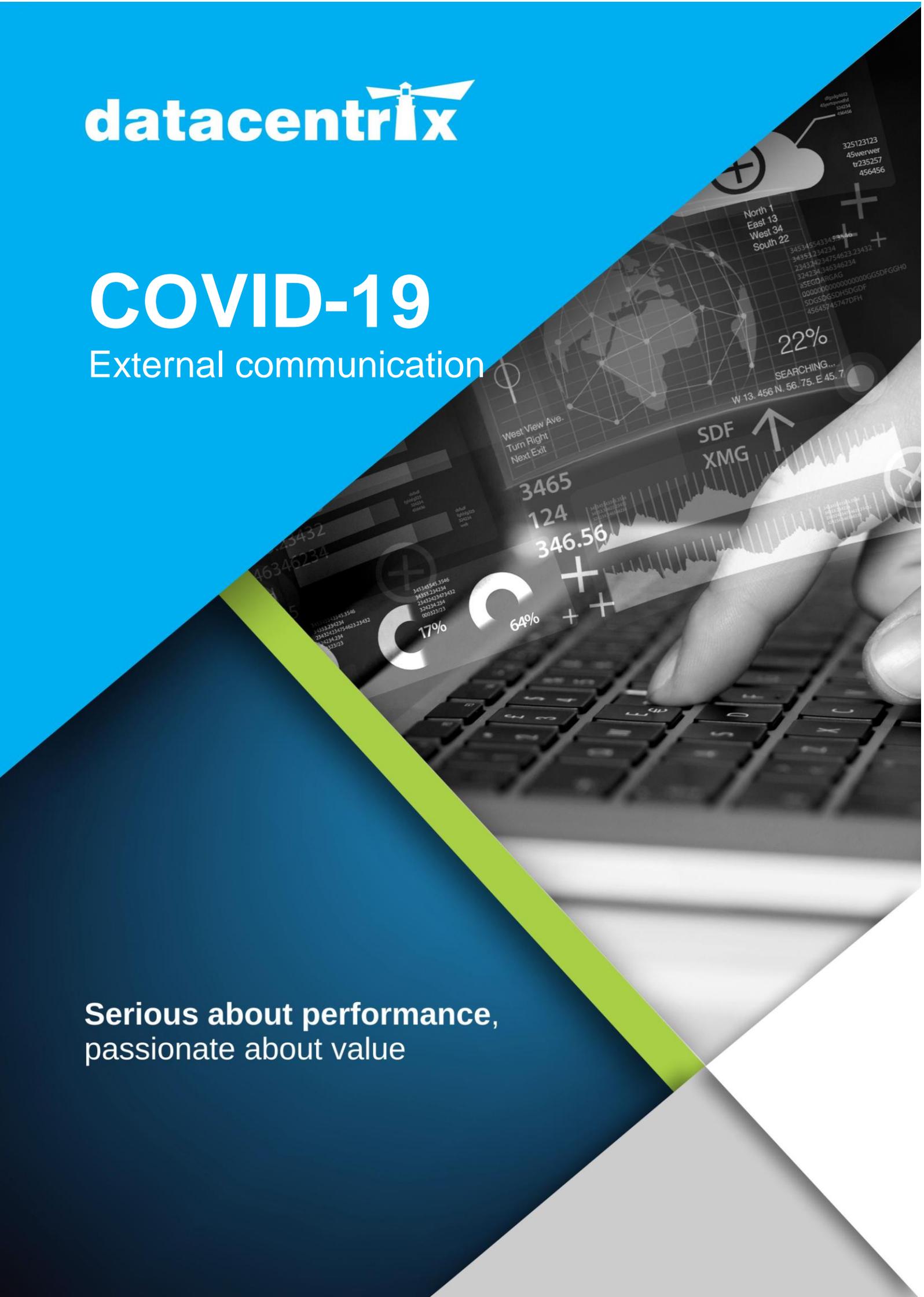


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1. Introduction

Despite the uncertainty that exists whilst we try to navigate the impact of COVID-19, Datacentrix is committed to supporting your business throughout the course of this pandemic and provide continuity of service.

Datacentrix has taken a proactive approach in managing the impact that COVID-19 may have on our deliverables to our stakeholders (which includes our employees) and partners. We have taken cognisance of our service commitments to our clients, and are implementing initiatives to minimize the impact, COVID-19 may have. The safety of all stakeholders is a key priority.

2. Business Continuity Plan

Datacentrix maintains a robust business continuity plan which is reviewed annually. Specific plans are created across various competencies that offer different capabilities and services to our customers. Each competency prepares response plans which address technologies, our workforce, and critical interdependencies. This allows the various teams to address critical areas as detailed out below.

3. Immediate actions

Our strategy has been to protect our staff, our clients and any visitors to our offices. As such we have had to act swiftly in order to ensure that we can continue with the services we offer.

- ✓ **Revision of policies and procedures within the business**
 - We have introduced regular communication to keep staff informed of developments and raise awareness of the facts of COVID-19, how it spreads, and the good

hygiene practices that can be employed both in the workplace and in our employee's private lives.

✓ **Implemented office and personal hygiene measures**

- With hygiene as our focus, we have placed additional hand sanitizers at strategic locations within our offices, and we have intensified our regular hygiene and cleaning efforts.

✓ **Suspended all international and local travel**

- We have also stopped all International and Local travel wherever practical, by taking advantage of technologies such as video conferencing, zoom, skype etc.

✓ **Engagement with staff**

- Our staff are, and continue to be our most important asset.
- We have requested that our employees communicate with us if they have travelled to any infected countries in their private capacity or have been exposed to high risk individuals. Staff have the ability to submit this electronically on our internal platforms.
- Our Human Resources team are guiding staff on what process to follow, including ensuring that they understand the symptoms and self-isolate where necessary.
- Employees have also been advised of the National Institute for Communicable Diseases (NICD) helpline number (0800 029 999) which they can call if they suspect they have been infected. We have shared with all staff the details on where the closest public and private testing facilities are and how to access them.
- Where we have staff on customers sites, employees are instructed to follow all guidelines set out by your policies, as amended or re-directed from time to time.

✓ **Working remotely by staff**

- Most of our key employees have the ability via our cloud network to work from home and ensure continuity of service to our customers.

✓ **Office and working space**

- Where we have large groups of staff working together, we are segregating teams to ensure that they have the required space between them to prevent any unnecessary contact.

✓ **Meetings**

- We have reduced the number of meetings on site, with prior declarations from visitors before arriving on site, and dedicated boardrooms away from staff for such

meetings. In addition, those boardrooms will get cleaned immediately after each meeting.

- Technology such as videoconferencing will be used instead to facilitate various meetings and encourage social distancing.

✓ **Use of third party services**

- Where we have a reliance on a third party to provide or deliver a service, we are sending communication to them to ascertain their plans and their current status in terms of COVID-19. We will then factor this into our plans, should it be necessary.

4. Key operating areas

4.1 Service Desk

The Datacentrix Service Desk is equipped with a VOIP solution, VPN access and web based Service Management System, therefore the Service Desk team is able to operate remotely. We will have staff working on premise (by utilizing the concept of social distancing) as well as remotely servicing our clients. The Service Desk will continue to be available to support Customers on a 24/7 basis with the full standard functionality offered. All contact details for the Service Desk will remain the same.

4.2 Security Operations Centre (SOC)

The Datacentrix SOC team, responsible for Security Monitoring, will continue to operate on a 24/7 basis. The SOC team will utilize the VOIP and VPN solution to operate both remotely as well as from the SOC facility (by utilizing the concept of social distancing) in a secure manner.

4.3 Monitoring Centre

All LAN, Server and Application monitoring services are enabled to operate remotely utilizing the VOIP solution and monitoring tools. Monitoring services will continue to be provided on a 24/7 basis.

4.4 Managed Service Support

The Managed Services team will remain available for support services. They will continue to be tasked via the Service Management System to deliver services to our Customers. The team is able to deliver the services and will make every effort to provide such support via remote and telephonic methods.

Where on-site assistance is required, our support staff will be required to perform the below screening questions that will determine their course of action:

- a. Have you or anyone in your household or business travelled internationally within the past 14 days?
- b. Has anyone in your household or business been in contact with an individual known to be infected with COVID-19, which you are aware of?

If the response to either question is “Yes”, the user will be requested to arrange for the device to be delivered to the closest Datacentrix office / closest Customer office. The device will be disinfected before working on it. Following the repair, the user will be contacted to arrange collection of the device. If the response to both questions is “No” then the call will be attended to as per the standard support process.

4.5 Service Management Services

Service Management will be available to Customers for operational queries or escalations. They have access to multiple tools that enable them to deal with operational matters, these tools include Video Conferencing, Text Communications, e-Mail and Telephone. Service Management will continue to monitor the performance against SLA for all contracted services and SLA reporting will remain unchanged.

4.6 Data Communication Systems

Datacentrix/eNetworks has built its services on the principles of fail-over and redundancy. Our network footprint stretches over seven data centers, geographically dispersed throughout the Western Cape, Gauteng and KwaZulu Natal. Our administrative offices do not form part of our network, and house none of the communications, monitoring or computing equipment required to provide services to our customers.

All key staff are able to work remotely in the event of a restriction of movement. In the event of a lock-down, access to our service desk remains unchanged, and our staff will engage via video conferencing, telephony or email.

4.7 Onsite Staff

Where we have staff on customers sites, employees are instructed to follow all guidelines set out by your policies, as amended or re-directed from time to time. We are operating under the

assumption that our customers have similarly responded to COVID-19 and actioned their Business Continuity Plans. Our staff have been made aware as well to raise any issues with their managers should clarification be required.

5. Actions and contingency measures in respect of supply chain

- We have engaged our key vendor partners to assess the arrangements they have in place to manage the impact of COVID-19.
- All vendor partnerships are at the highest level and we will endeavour to ensure reasonable supply of products as best as we can.
- Datacentrix sources products from a variety of International Technology Original Equipment Manufacturers (OEM's). As it relates to hardware, our suppliers typically ship from more than one manufacturing plant around the globe thereby building in a level of redundancy in the availability of stock. However, we do expect availability as well as lead time constraints and consideration should be given to this when planning projects.
- As far as software is concerned we do not expect significant delays at this point in time.
- At this time, we do not expect issues in providing spare parts. Currently, the only delays we are experiencing are with delivery to customers who have limited access to their sites or where there are transportation delays.
- We will keep you informed on any impacts that would affect your business.

6. Our request of you

Our client service management teams and leadership are on hand to work with your teams to ensure we follow your protocols. We recommend a transparent, consultative partnership as the most responsive approach. We have further asked all our client-facing staff to reduce all agreed plans to writing to ensure clarity and accountability for all outcomes.

Within this context, please provide us with feedback as well on your progress and readiness in handling COVID -19 in respect of the services or products you provide to Datacentrix, which may include reference to your Business Continuity Management plan if you have one. In many instances, we have resources placed on your premises and in order to ensure their safety and allay their concerns we will require feedback from you in respect of your plans.

7. Our commitment to you

We will monitor the situation closely to ensure that we have adequate measures in place to ensure the continuity of our services. We will continue to raise awareness and hygiene levels pragmatically so as not to perpetuate any unnecessary fear and panic.

We appreciate that planning for this type of issue is constantly evolving with the potential to be updated regularly based on the progression of COVID-19 in order to remain relevant.

Please note that we may already or in future, be in contact with you to engage directly on your operational readiness and alignment with Datacentrix, where you providing products or services to Datacentrix.

If you have any questions or concerns regarding COVID-19, Datacentrix requests that they be channelled through your existing Account Management or Account Service teams that you use for all routine business communications. Alternatively you are welcome to contact executive management with any concerns.

Ahmed Mahomed
Chief Executive Officer

8. National contact details

8.1 Gauteng

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