Coronavirus Response Action Plan

06/03/2020

Contents

Revision History

Version	Date	Summary of Changes
0.1	04/03/2020	First version
1.0	04/03/2020	First version for internal distribution
1.1	06/03/2020	Formatting update, MD review comments and approval

Summary

This document details the current policies and activities being undertaken by Atamis in response to the coronavirus outbreak and the action plans to be followed and related consequences in the event of significant escalation. The document will be updated as the situation develops and Atamis team members will be informed of changes.

As a software-as-a-service provider, Atamis is well positioned to provide continued system availability and a good level of service to its clients even in the event of severe disruption.

General Principles & Considerations

- The primary concern of Atamis is protecting the wellbeing of employees and customers by reducing as far as possible the risk of transmission.
- Atamis will, at minimum, adhere to official guidance issued by central and local government.
- Atamis will continue to monitor the situation and update guidance accordingly.
- Atamis will notify customers of any instances of the coronavirus in Atamis employees, suspected exposure of Atamis employees to the coronavirus, and will follow official guidance in relation to the isolation of potentially infected employees.
- Atamis will not require employees to use Public Transport if it emerges as a significant vector for transmission.
- Atamis will not require employees to travel to areas in which significant outbreaks have occurred.
- If employees are required to self-isolate, or a work from home policy is instituted, employees will be expected to work from home and where necessary will be provided with Atamis equipment (e.g. laptops) to do so.
- Atamis will continue to pay sick employees in line with the stipulations within the Company Handbook.
- Atamis will allow flexible working hours in the event that employees need to care for dependents.

In the context of an outbreak, continued system delivery is defined as:

- Uninterrupted client access to their systems
- Continuation of scheduled data loads onto the Force.com platform (extension to 2-day turnaround expected)
- Continuation of Atamis project management and configuration services (subject to caveats in relation to on-site visits)

Key System Considerations for Service Continuity

Access to the Force.com platform is hosted from multiple redundant data centres and is web-based, meaning that access would not be interrupted by loss of access to our Cardiff office.

Atamis employees are able to work from home and complete the majority of support and project activity remotely.

Atamis stores all non-sensitive internal and administrative documents on Google Drive, which would remain accessible in the event of the loss of access to our office.

The majority of Atamis' equipment is stored at the South Gate House office, and would be inaccessible in the event of either the Atamis office being closed or major transport/infrastructure disruption.

Highly-sensitive information is available only at our South Gate House office, and a secure monthly backup stored off-site. This comprises the Atamiser, supplier lists, Import Routines and client data. These can be accessed remotely in a secure manner but not operated remotely, for example for processing spend loads.

Atamis is developing a contingency plan for processing sensitive client data using Atamis hardware located at employees' home addresses in the event of a Level 3 Scenario described below. In this scenario, clients will be given the choice of following this contingency plan or waiting until access to the office resumes. The contingency plan is expected to be in place by mid-March.

Business Continuity Plan

Scenario Planning

Current Atamis planning is based around three scenarios:

- Level 1: Moderate disruption
- Level 2: Moderate to severe disruption
- Level 3: Widespread and severe disruption

Planning in relation to these scenarios is detailed below, but is likely to change based as the situation develops and official guidance changes.

Level 1 Scenario

This scenario assumes mild to moderate disruption to transport infrastructure in the South Wales area, and official guidance to avoid crowded places, public transport, and unnecessary travel. It presumes that Atamis staff will be minimally impacted, either directly or as a result of dependents, and that the Atamis office remains accessible.

Client Access to Systems

The client-facing Atamis system is hosted on the Force.com platform, which utilises a datacentre in the UK. This renders interruption of client access to their data virtually impossible, even in the event of serious impact on the Atamis workforce.

More information on this is available from Salesforce, here.

Support Provision

Atamis employees who use public transport to commute (approx. 50%) would be permitted and/or encouraged to work from home.

Email support would be supported via work from home capability.

Impact on support would be minimal, inbound phone support would continue to be supported.

Data Services Provision / Spend Uploads

Data services provision may be mildly to moderately impacted, with a temporary extension of the standard 2 working day SLA for spend loads. The Atamis team will communicate expected timescales to clients.

Premises

Atamis might, on a case by case basis, continue to host site visits from clients.

Postal correspondence will be monitored.

External Client Visits

Decisions will be made on a case by case basis in relation to external site visits depending on a number of factors including; local official guidance, availability of staff to travel, car travel feasibility, and client site policies in relation to external visits.

Where appropriate, Atamis will offer webinar-based alternatives to on-site travel.

Level 2 Scenario

This scenario assumes moderate to severe disruption to transport infrastructure in the South Wales area, and/or official guidance to avoid travel to work in favour of work from home arrangements. It presumes that Atamis staff will be moderately (<25%) impacted, either directly or as a result of dependents, and that the Atamis office remains accessible albeit discouraged.

Client Access to Systems

The client-facing Atamis system is hosted on the Force.com platform, which utilises a datacentre in the UK. This renders interruption of client access to their data virtually impossible, even in the event of serious impact on the Atamis workforce.

More information on this is available from Salesforce, here.

Support Provision

Atamis employees would be expected to work from home under most circumstances. Nominated staff members who are able to travel in using private transportation may still, at managerial discretion, access the office for the purpose of phone redirection, use of meeting facilities, and collecting of postal correspondence.

Email support would be supported via work from home capability.

Phone support would transition to a callback arrangement. Callers will be direct via automated message to raise a case via support@atamis.co.uk, at which point they will receive a callback from an Atamis support team member.

Data Services Provision / Spend Uploads

Data services provision is likely to be moderately impacted, with a temporary extension of the standard 2 working day SLA for spend loads. The Atamis team will communicate expected timescales to clients.

Premises

Atamis will not continue to host site visits from clients and will cancel any previously arranged client visits.

Postal correspondence will be monitored, likely subject to some delay.

External Client Visits

External site visits will be cancelled or re-arranged if at all possible. Atamis employees will not use public transport for site visits.
Where possible, Atamis will offer webinar-based alternatives to on-site travel. It should be understood that webinars would likely be delivered from WFH setting, and thus Audio-visual capability may be mildly reduced (for example, use of laptop audio rather than meeting room quality audio).

Level 3 Scenario

This scenario assumes widespread and severe disruption to transport infrastructure, and/or official guidance to avoid travel entirely, and/or inaccessibility of the Atamis office. It presumes that Atamis staff will be severely (>30%) impacted, either directly or as a result of dependents.

Client Access to Systems

The client-facing Atamis system is hosted on the Force.com platform. The Force.com platform is extremely robust, but an outbreak of this magnitude might in some fashion impact on Salesforce's ability to support their UK datacentres. We cannot exclude the possibility of mild service disruption (system slowness for example) but consider it unlikely.

More information on this is available from Salesforce, [here](#).

Support Provision

Atamis employees would be required to work from home under all circumstances. The Atamis office would only be accessed in an emergency.

Email support would be supported via work from home capability

Phone support would transition to a callback arrangement. Callers will be direct via automated message to raise a case via support@atamis.co.uk, at which point they will receive a callback from an Atamis support team member.

Response times might exceed normal service levels in the event of large numbers of absent employees. In this event, support cases will be triaged based on severity as per our SLA, the most serious resolved soonest.

Data Services Provision / Spend Uploads

Data services provision is likely to be moderately impacted, with a temporary extension of the standard 2 working day SLA for spend loads. The Atamis team will communicate expected timescales to clients.

Premises

Atamis will not continue to host site visits from clients and will cancel any previously arranged client visits.

Postal correspondence will not be monitored.

External Client Visits

External site visits will be cancelled or re-arranged in all cases.
Where possible, Atamis will offer webinar-based alternatives to on-site travel. It should be understood that webinars would likely be delivered from WFH setting, and thus Audio-visual capability may be mildly reduced (for example, use of laptop audio rather than meeting room quality audio).

Guidance for Employees

COVID-19 is a respiratory disease caused by the coronavirus which seems to start with a fever, followed by a dry cough. After a week, it leads to shortness of breath and some patients require hospital treatment.

Older people, and people with pre-existing medical conditions (such as asthma, diabetes, heart disease), are more likely to become severely ill.

The incubation period - between infection and showing any symptoms - lasts up to 14 days, the World Health Organization (WHO) says. But some researchers say it may be up to 24 days.

The following guidance is currently in effect:

What should I do to prevent catching and spreading the virus?

Wash hands frequently with soap and water or use a sanitiser gel

Catch coughs and sneezes with **disposable tissues**

Throw away used tissues (then wash hands)

If you don't have a tissue **use your sleeve**

Avoid touching your eyes, nose and mouth with unwashed hands

Avoid close contact with people who are unwell

Source: NHS

BBC

Current Position Outline

It is expected that the number of cases in the UK will increase over the coming days and weeks. Measures which may be instituted are recorded in the below publication:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/869827/Coronavirus_action_plan_-_a_guide_to_what_you_can_expect_across_the_UK.pdf

In this context, the key concerns for Atamis comprise the following eventualities:

- Local disruption to transport services in the South Wales area
- Termination of public transport services in the South Wales area
- Sickness within the Atamis team and associated quarantine procedures
- Absence of Atamis team members due to voluntary isolation or familial responsibilities
- The Atamis office becoming inaccessible due to a local cluster of cases or wider public policy recommendations
- Cancelation of on-site client visits due to either a) Atamis risk assessment or b) client-side risk assessment c) wider public policy recommendations
- General disruption of transport services, or risk assessment indicating that public transport should not be used by Atamis employees

Raising Concerns

Concerns about the coronavirus should be reported to one of the following in the ascending order of precedence:

Your Line Manager		
Joe Eller	joe.eller@atamis.co.uk	029 2279 0052
Helen Evans (Information Security Officer)	helen.evans@atamis.co.uk	029 2279 0056
Nick James (Managing Director)	nick.james@atamis.co.uk	