

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 that meets daily in order to monitor the development and recent updates and guidelines from authorities. The group reports back to Asiakastieto Group's CEO and executive management group.

Asiakastieto Group closely follows and monitors 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 9th) instructions include:

- Working from home during 14 days after visiting a country with a documented spread of the coronavirus.
- In order to prepare for a potential need to further social distancing, all staff are instructed to take their laptops and mobile phones home at the end of every workday.
- 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 precautions 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.