



March 4th, 2020

In response to events regarding the most recent outbreak of COVID-19, we would like to assure you that ThinkOn is monitoring the situation as it continues to develop. ThinkOn takes a broad approach to service continuity, including potential effects of pandemic outbreaks.

While there is currently no foreseen impact to ThinkOn services, we wanted to provide some detail regarding our preparedness should the situation change. As per the table below, we are operating our business on a Level 2 response basis.

ThinkOn maintains a comprehensive Business Continuity plan that is reviewed regularly to ensure ThinkOn has the ability to respond to many different forms of disruptions including infectious disease events. We are confident that we are ready to execute this plan if the current situation becomes more tenuous.

To validate the efficacy of our Business Continuity Plan, ThinkOn personnel conduct regular tests of this plan. Test results are then used to support our annual SOC 2 Type II and ISO 27001 audits. All subscribers are entitled to a copy of our current certifications by submitting a request to requests@thinkon.com.

	LEVEL 1	LEVEL 2	LEVEL 3
	WHO Pandemic alert level 4 or Ontario based outbreak	WHO Pandemic alert level 5	WHO Pandemic alert level 6
Meetings	Discretionary face to face	Face to face for Essential Meetings only	No in-person meetings, only via phone or screen sharing
Isolation	Only employees that are symptomatic or in direct contact with someone who is symptomatic	Employee discretion	All employees performing an operational support function are to maintain isolation
Travel	Discretionary travel only to regions with no travel restrictions	Essential Travel Only	Restricted to Emergency requirement
Work Location	Self-determined, employee(s) work from home is symptomatic	Preferential work from Home	Mandatory work from home

It is also important to note the following;

1. There are no known impacts to ThinkOn Services and we are monitoring the communications with our upstream suppliers to ensure full visibility to the situation as changes occur.
2. A general principle of cloud infrastructure involves centrally coordinated administration. We can confirm we have adequate management infrastructure and capacity for staff to work remotely.
3. Each ThinkOn engineering resource that is accountable for managing our Services has the ability to securely administer the service without direct access to ThinkOn's corporate offices.
4. An on-call rotation allows for sustained support should issues arise and ensures that resources are available should individuals fall ill.