

Serviceaide Business Continuity Plan during the COVID-19 pandemic

Following the announcement by the World Health Organization (WHO) to address the [coronavirus \(COVID-19\) threat as a pandemic](#), organizations across the globe are looking to their Business Continuity Management (BCM) plan to make sure they are covered.

Consequently, we at Serviceaide have put our contingency plan to action to fight the current and future risks to our business, and our customers' businesses, due to the COVID-19 outbreak.

Mitigating Risk

As the developing situation changes with respect to world health outlook, we have outlined three key areas to ensure our readiness towards workplace mitigation. They include:

- Employee health and safety
- Service operations continuity
- Business operations

Thereafter, we are prepared to react accordingly to ensure business continuity. Here's what our plan looks like:

Employee Health and Safety

We are mindful of our employees and are up to date on the officially mandated actions related to hygiene and safety at our workstations. Likewise, we have rolled out the following policies:

- Employee education: We have advised our staff on proper, effective hygiene practices for reducing the risk of contracting or spreading the virus.
- Travel restrictions, guidelines, and recommendations – We have limited all non-essential business travel and travel to designated high-risk regions.
- Remote Workforce – Phase 1: We have allowed optional, voluntary work from home. This measure is already in place. All staff in all locations have the autonomy and flexibility to work remotely to help mitigate the risk of exposure from public transit and closed communal spaces.
- Remote Workforce – Phase 2: We will impose mandatory work from home. If mandated by the government or regulatory bodies, or implemented by Serviceaide management, we are prepared for mandatory full-time remote work. We have already tested this measure and are to enact it as needed.
- We have installed multiple hand sanitizers within the office premises.
- We ensure frequent cleaning and sanitization of our workplaces.

Service Operations continuity

As an automated, fully cloud-based software solution redundantly hosted on industry-leading infrastructure provider Amazon Web Services, our services are inherently insulated from the business and commercial impacts of the virus. This includes impacts from regional staffing and manpower shortages at our hosting centers.

As a cloud-based company with a global team and a flexible, remote workforce, we are prepared to virtually manage business continuity challenges. Thanks in part to our own technology, Serviceaide employees are already able to securely work from anywhere and have secured access to the resources and tools they need to do their jobs.

Business Operations

Similarly, we have rolled out remote working policies for all Serviceaide team members. Employees can work offsite as they would on-premises, guaranteeing no disruption to business operations, including our customer-facing sales, customer success, support, and account management teams. As of now, it's "Business as usual" from support and operations perspective.

Our business continuity planning is also intended to ensure we will have timely [communications](#) with our customers, employees, and other stakeholders.

Conclusion

We place the highest value on the partnerships that we've established with our customers and stakeholders. Rest assured, we are committed to ensuring uninterrupted success, even in times of hardship and challenges.

In the end, we wish our customers health, security, and good fortune.