

An Important Update

The World Health Organisation declared the Novel Coronavirus (2019-nCoV) a Global Health Emergency on the 30th January 2020. Aurion Corporation has been closely monitoring the World Health Organisation and Government advice in all jurisdictions in which we operate, and we have taken reasonable, proportionate steps in accordance with published advice, to respond to the current (known) risks associated with the virus.

Our key goals in response to this matter

1. To respond in a way that is:
 - Proportionate to the level of risk, acknowledging that the risk is not the same across population groups,
 - Considerate of the cultural values, religious beliefs,
 - Respectful of privacy and human rights across the different members of our working community and the communities that we service.
2. To make the best use of our resources and minimise disruption without compromising the health and welfare of others.
3. To ensure that we maintain transparent, accurate and consistent communication with all stakeholders based on facts, whilst acknowledging that there is uncertainty and a need for flexibility.

This is an unprecedented situation and I know this will cause great concern for many of you.

Aurion Corporation has existing Business Continuity Plans in place to minimise the impact on day to day operations, our employees and you, our valued customers. While we are confident that we have the right business continuity plans and systems in place to support you, these policies continue to evolve as new information from the relevant health authorities and the government becomes available.



Steps and measures Aurion have taken

- Increased communication across our business to raise awareness about the Coronavirus based on information provided by the World Health Organisation and Government Health Departments in the jurisdictions in which we operate.
- Increased messaging about hygiene and cough/sneeze etiquette, virus transmission, recognising the symptoms, when to seek medical assistance and how to access appropriate support and advice.
- Implemented the recommended and advised Government guidelines;
 - Self-quarantine of international travellers returning to Australia for a period of 14 days regardless of the country they arrive from and regardless of whether they have any symptoms or not.
 - Prohibited international business travel
 - Restricted domestic business travel to that of an essential nature
- Regular testing of our Business Continuity & Emergency Response Plans to ensure fail over processes are tested and operational, communication and escalation is understood, and critical business functions remain operational.
- All Aurion staff have been advised to work from home from 19th March 2020
- Existing on site professional service customer engagements are reviewed daily and we thank you for your co-operation in responding promptly to our request for your business continuity plans to ensure the health, safety and well being of each other. At this time we will continue to conduct on site professional consulting for essential engagements. If this engagement can be undertaken remotely then we will look to revert to this option. We also understand you will also be going through your BCP as the situation evolves, as such if you need to amend bookings then please advise us as soon as possible. We will also not be penalising you for cancellation and / or re-booking of travel due to these circumstances.
- We are leveraging our digital collaboration tools to continue operations. We will support you in driving similar initiatives, for regular operational governance meetings.



Summary of our Business Continuity / Pandemic Response Plan

PREPARE	<ul style="list-style-type: none"> • Build a clear understanding of the situation and the associated potential risks • Ensure Key staff members are aware of the emergence of the situation • Build un understanding that there is uncertainty and a need for flexibility • Ensure fail over processes are tested and operational in the event we need to enact the Business Continuity & Emergency Response Plan. • Critical pay event schedules are known and monitored.
MONITOR	<ul style="list-style-type: none"> • Identify key information providers • Set up mechanisms to follow/receive updates on the situation • Identify 'responders' and 'key stakeholders'
ACT (INITIAL)	<ul style="list-style-type: none"> • Build awareness across our businesses of the most up-to-date and accurate information about the virus, to support informed management decisions • Promote a consistent approach by ensuring all key parties have the same information • Collect regular feedback on how well our business and people are coping with the situation & communications thus far • Collect regular feedback on how well our customers and their people are coping with the situation & communications this far • Encourage behaviours and attitudes that will contribute positively to reducing the spread of virus and minimise the psychological, social and economic impacts
ACTION - TARGETED	<ul style="list-style-type: none"> • Follow Government directives in all jurisdictions in which we operate • Update operational processes / procedures as required /appropriate • Monitor and report on the situation across our businesses • Share regular updates • Ensure information flow is consistent and two-way flowing • Ensure individuals, clients and specific stakeholders understand the reasons why interventions might be implemented and model the impacts these may have • Ensure appropriate PPE is available for employees with a legitimate need • Monitor ability to deliver services to clients, consider additional needs
RETURN TO BAU	<ul style="list-style-type: none"> • Support transition to business as usual services • Shape expectations of services such as: the possibility of reduced performance for a period of time



FAQ

What plans and strategies are in place to ensure that Aurion Corporation will continue to provide the agreed services?

Aurion Corporation has an established Incident Response Plan as well as a Business Continuity & Emergency Response Plan. Testing of these is undertaken at regular intervals to ensure we can continue business operations to our customers.

We have the ability to conduct all business operations remotely and securely utilising the AWS platform. Our service level commitments and processes have been prioritised by critical pay impact functions and each critical system has an identified fail over secondary access point in the event the core primary access point is not available.

Are you able to provide any other insights into the capacity of Aurion to deal with an emergent situation, such as existing Business Continuity plans, Disaster Management or Disaster Recovery strategies?

Aurion Corporation have in place structured and documented plans for Critical Business Processes, Recovery Time Objective and Remote Capability. All Aurion team have the ability and capacity to work remotely in the event the current threat escalates. To date all non-essential travel has been postponed and the engagement is being conducted remotely via video / phone conference. In addition and in line with Department of Foreign Affairs and Trading advice, we have restricted all work related travel to an overseas destination until further notice and will continue to monitor this situation and react accordingly.

Are you able to provide any other insights into the capacity of Aurion to continue to provide BPO services, Support services, professional services (on and off site) and engagement management services (on and off site)?

We are confident that our established prevention and recovery processes will deliver continuity of business critical service functions in the event the current threat escalates. Our Aurion Team have the ability and capacity to work remotely should our Head Office (Toowong QLD) be closed for a period of time. In addition to this, we have a geographically dispersed workforce and satellite office locations with fail over processes should we need to revert operations in the event an Australian state becomes more impacted over another. A member of our Incident Response team may contact you should emergency and / or authorisation details need to be updated, particularly for our BPOS Service.

We will continue to monitor the situation and act appropriately and proportionately with regular communication.

