

## COVID-19 - Update

17 March 2020

In response to the ongoing spread of COVID-19, Softsource have introduced a number of measures to protect the health and wellbeing of our people, our customers and our suppliers, while ensuring that our business can continue to operate without interruption.

Softsource recognises the risk presented by this global outbreak and potential impact on the customers and partners we work with. We are committed to minimising any potential disruption and for this reason we have commenced the implementation of our Pandemic Business Continuity Plan.

As part of our Pandemic Business Continuity Plan, we have taken a broad range of precautionary measures including elimination of non-essential staff travel, restriction of external travel to only business critical engagements and limited face to face contact with customers and suppliers. We have cancelled or postponed Softsource involvement in corporate events and industry conferences to limit the exposure of our employees to the virus externally. We are also encouraging virtual & video-conference meetings with customers and supply partners wherever possible.

Softsource's technical, sales and administration teams are able to work remotely, and some are already doing so. We also have alternative office space available to separate our workforce to minimise the risk of exposure within our own staff environments.

We are keeping staff informed on the latest developments and best practices as well as reiterating taking personal precautions that we all need to adhere to in order to protect their health and those of our customers and partners. Visitors to Softsource must complete the sign in process to be authorised access to the offices. The use of hand sanitisers at all entry points has been in place since January and will continue to be mandatory. We will continue to closely monitor the latest Government advice as it becomes available.

And finally, as part of our contingency plans we are working closely with other 3rd party providers nationwide to ensure that we can maintain critical services to all our customers in a worst-case scenario.

Softsource is closely monitoring this unfolding situation and will continue to adapt our approach according to the advice of the Ministry of Health in conjunction with our evolving operational requirements and those of the businesses we work with.

We will keep you informed of any future developments and ask that you also maintain communication with us on any changes within your business that may impact Softsource.

We greatly appreciate your ongoing support and cooperation and look forward to working together to manage this period of uncertainty as seamlessly as possible.

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