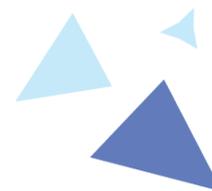


SIRIUS PANDEMIC READINESS FAQ

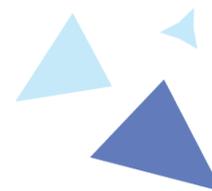


Question	Answer	Detailed Answer
Does Sirius have a pandemic plan to respond to and recover from mass absenteeism events, such as the Coronavirus (COVID-19)?	Yes	
Does Sirius have contingency strategies associated with the following scenarios to ensure that support of your clients is uninterrupted during a pandemic event?	Yes	
— Strategies for loss of human capital	Yes	<ul style="list-style-type: none"> — Sirius has developed a workforce for both internal and client-facing roles that does not depend on “one-deep” staffing. — Critical staff are geographically dispersed. Succession planning on the executive level is part of our preparedness plans.
— Strategies for loss of facilities	Yes	<ul style="list-style-type: none"> — Sirius maintains hot sites for data center operations and has four geographically dispersed Network Operations Centers (NOCs). — Additionally, Sirius headquarters and branch office locations can work remotely.
Have those strategies been tested/exercised in the last 12 months?	Yes	<ul style="list-style-type: none"> — We have successfully tested our ability to work remotely. Our DR plan for loss of data centers is exercised annually.
If transferring work to another site, is the alternate or “sister” site prepared to maintain the transfer of work for an extended period?	Yes	<ul style="list-style-type: none"> — Capacity is one of the factors considered in DR testing.
If relying on telecommuters, have telecommuters verified their connectivity/password is still active?	Yes	<ul style="list-style-type: none"> — Telecommuters are required to securely connect from remote locations at least every three months.
If a location were to close, are there any manual transfers of workload that would need to occur?	No	<ul style="list-style-type: none"> — Much of the workload transfer is automated, while the remaining workloads can be transferred remotely.
Are these steps clear and the impacted team members knowledgeable of the steps to complete the transfer of work?	Yes	<ul style="list-style-type: none"> — This is addressed as part of our business continuity and disaster recovery process.
If relying on cross-trained staff, have the staff been pre-trained so they are prepared to take on the work?	Yes	<ul style="list-style-type: none"> — Critical staff are cross-trained and geographically dispersed, and can take on work as needed.



Rev: 04/03/20

SIRIUS PANDEMIC READINESS FAQ



Has Sirius taken precautions to mitigate the spread of COVID-19?	Yes	<ul style="list-style-type: none"> — International travel is restricted, domestic travel is assessed for business criticality. For personal travel to areas designated as high risk, the employee is required to self-quarantine for a minimum of 14 days on return. — Events and gatherings have been canceled. — Increased intervals and level of housekeeping in all areas. — Implemented work-from-home option for employees.
Does Sirius have procedures for communication with clients, suppliers and essential staff in the event of impact?	Yes	<ul style="list-style-type: none"> — Client communications are generally available through the respective client executive, the Sirius website, and email communications. — In addition to email, Sirius has a crisis communication website and an emergency notification system for communication to employees. — Partner and supplier contacts are identified and aligned with their counterparts within Sirius.
For employees that may have had exposure, have steps within Sirius been taken to quarantine them for a specific duration?	Yes	<ul style="list-style-type: none"> — Sirius follows the guidelines issued by the WHO and CDC, as well as federal, state and local governments. — Current self-quarantine is a minimum of 14 days per these guidelines, and includes working from home if available, contacting their personal physician, and strict adherence to their personal physician's directives.
Is there currently an impact to any of Sirius' locations?	No	
If yes, describe which recovery strategies Sirius has activated and the effectiveness.	N/A	
Have steps been taken to address any potential impacts associated with third parties that support Sirius from a pandemic perspective?	N/A	<ul style="list-style-type: none"> — Sirius has a broad number of partnerships. We have assessed our supply chain and have identified alternate suppliers where necessary.
How will third-party service providers (TPSPs) be providing updates to clients?	N/A	<ul style="list-style-type: none"> — TPSPs will primarily provide status updates to Sirius to inform clients. — TPSPs may also provide updates directly to clients.



Rev: 04/03/20