



Pandemic Plan

A section of our overall plan

Celero Commerce is well structured to manage the present pandemic crisis.

We have enabled 100% of our staff to work remotely with capabilities for work production at a level close to 100% of normal environment.

Electronic Payments companies have been validated as an essential service and thus we have access to our offices when and if needed.

The following internal measures are in place presently:

- All Celero team members are fully equipped to work from home, 95% are doing so presently
- Our cloud and web-based environment allow us to deliver a strong quality of support in a remote environment
- Non-essential travel and face-to-face meetings have been eliminated and limited respectively, while phone and Zoom meetings are encouraged
- Office cleanliness program has been implemented and additional anti-bacterial cleaning supplies have been made available
- A standard procedure has been created to respond to team members with flu-like symptoms, ensuring appropriate clearance before return
- Technology team has actively tested access to reporting to ensure quality service of customers remotely
- We are successfully accessing phones through mobility applications and devices
- Marketing team has prepared and is consistently distributing communications for Merchants and Financial Institution partners
- We have proactively adjusted our Disaster Recovery Plan to include an enhanced pandemic section

While we make decisions in a manner that prioritizes the safety of our team, we strive to deliver the highest quality of service in a Pandemic Plan environment. We will send out a weekly update to our partners and customers until we feel the business environment has normalized. We are very confident that we will continue to not only deliver quality service to you during this period, but also consistently provide thought leadership, and appropriate products.

Excerpt from the Celero Commerce DRP Pandemic section

This plan provides guidance to Celero Commerce and may serve as the plan for maintaining essential functions and services during a pandemic. This guidance neither replaces nor supersedes any current, approved Celero Commerce continuity plan; rather it supplements it.

This guidance stresses that essential functions can be maintained during a pandemic outbreak through mitigation strategies, such as social distancing, increased hygiene, the vaccination of employees and their families, and similar approaches. Influenza may not require a traditional continuity response, such as partial or full relocation of the organization's essential functions, although this response may be concurrently necessary due to other, more severe circumstances, such as Coronavirus.

Remote Options

If staff is unable to report to work in the office, or if it is deemed unsafe for staff to return to work by the Crisis Coordinator, remote work protocols will be implemented. In order to work remotely, employees will need a cellular phone and internet access. Provided these conditions are met, IT will ensure that the team has access to phone, email, key web-based tools, and data sources.

Pandemic Response Team

The Disaster Recovery Coordinator will oversee a Pandemic Response Team (PRT) to anticipate the impacts of a pandemic and to assist with developing strategies to manage the impact.

Communications

Celero will consistently review our continuity communications programs to maintain capability of responding to pandemic and other related emergencies, and supporting social distancing operations, including telework and other virtual office options.

Celero has developed communication procedures for communicating with all internal and external stakeholders. Information and updates will be shared via email and IT is responsible for ensuring all staff members are able to access their email, remotely, via their laptop or mobile device.

Should the organization experience an impact of 25% absenteeism, the Communications Liaison will be responsible for appropriately updating the phone greeting, acknowledging potential degradation of our typical quality of service. IT will ensure that all calls are forwarded to the designated mobile devices for operation continuity.

Sick Leave

Each employee is expected to report to their supervisor, immediately, if they are experiencing any flu-like symptoms, or other symptoms that are known to be indicators of infection by the current pandemic. If an employee gets sick while at work, they will be sent home immediately and should stay home to lower their chances of spreading illness to others. Celero adopts the CDC recommendation of staying home for at least 24 hours after the fever is gone, without the use of fever-reducing medicines, such as acetaminophen. This will help ensure that fever is truly gone, and the employee is past the point of being contagious.

To prevent the spreading of the current pandemic a doctor's release will be required for the following:

- Employee who tests positive for the pandemic
- Employee who shares a residence with someone who has tested positive for the pandemic
- Employee who comes in contact with someone who has tested positive for the pandemic
- Employee who has experienced any symptoms relative to the current pandemic

Prevention

- Increase space to at least six feet and limit face-to-face contact between workers in the workplace
- Postpone or cancel large meetings, events and non-essential travel
- Cover your coughs and sneezes with tissue
- Wash your hands often with soap and water for at least 20 seconds
- Clean frequently touched surfaces and objects