

Kenneth Doherty

From: Phil Saunders <phil.saunders@saba.com>
Sent: Friday, March 13, 2020 4:34 PM
To: Kenneth Doherty
Subject: Saba Business Continuity and Coronavirus (COVID-19) Preparedness

Dear Valued Customer,

Saba has taken the threat posed by Coronavirus (COVID-19) seriously, continuing to monitor the situation, and making any needed changes to workplace and business operations based on the latest information. We're fully committed and prepared to meet our customer obligations and commitments in light of the global pandemic. Each action we take in response to the fluid nature of this issue, is focused on carefully protecting our employees, our clients and the communities in which we work.

Below, we outline the answers to questions our customers have related to our preparedness, and provide additional resources.

What has Saba done to ensure continuity of services?

Saba's business continuity and critical response team has implemented a set of plans, organizational structures and procedures to ensure continuity of our services. These plans are aligned to industry best practices and have been updated to take into account governmental advice and potential exposure challenges from within the countries in which we operate.

To ensure our continuity of services, we have activated our business continuity measures, which include:

- All Saba employees have been informed of the guidance on exercising prevention measures issued by the World Health Organization (WHO).
- Both domestic and international business travel restrictions for staff have been put in place to ensure Saba does its part to contain the spread of the illness. This includes work from home measures after any personal international travel.
- We have enabled work from home capabilities for employees across all regions. While this is currently an optional measure, we are preparing to become fully remote if needed in the coming days and weeks.
- We have activated frequent, recurring meetings with our Critical Response Team and created a dedicated COVID-19 Task Force, comprised of leads from Saba's security, IT, data privacy, communications, human resources, and customer service and support teams.
- We are continually monitoring our globally distributed infrastructure, which is managed from multiple locations around the world.

Does Saba foresee impact to the continuity of services?

Based on what we know today, Saba does not foresee a material impact on our services, Service Level Agreements (SLAs) or our support hours. Our preparedness planning has focused on ensuring continuity of service for our customers and protection for our staff, clients and community. Our customer support team can continue to be reached via the regular channels.

Other measures to ensure safety

As you have likely heard, Saba recently made the decision to cancel our annual customer conference, Saba Insight, which was to take place in June. This decision was taken proactively and early to address concerns about containment of the virus, and in respect of the ongoing changes to travel policies that many of our customers are understandably dealing with.

All remaining regional user group meetings planned for the next few months will move from being in-person to virtual events. You'll be receiving an update on those specific changes from our regional marketing teams.

More resources for HR teams

We understand the added strain and concerns faced by your organization and your people during this challenging environment. On [Saba's blog](#) we've compiled a list of additional resources that we thought might be helpful for our customers and the broader HR community.

For more information

If you have additional questions, please contact your Saba Account Manager.

Sincerely,

Phil Saunders
CEO
Saba Software

This email was sent to ken-doherty@wayne.edu. If you no longer wish to receive these emails you may [unsubscribe](#) at any time.