

Coronavirus ((COVID-19) Update 12 May 2020)

Idox plc, and its group of companies, are actively following all guidance and directives set out by the UK government, most recently in its 'Recovery Strategy' published on 11 May, and governments in the international markets where we operate.

We continue to monitor this rapidly changing situation closely and we are taking all steps necessary to protect the health and wellbeing of our employees and to ensure we provide effective support to our customers around the world.

We have robust business continuity plans which include plans and actions in a pandemic scenario. In preparation, Idox had already moved significantly to flexible working both in terms of working times and locations. We have also invested in the unified communications and remote working infrastructure necessary to support a situation where most of our staff are working remotely from their normal office location.

This plan has now been implemented and as a result:

1. Our offices have been suspended. The vast majority of our workforce is working from home locations.
2. We have ensured access is maintained to offices and data centres for key individuals where this is absolutely necessary to support essential services as well enhancing support from data centre partners
3. Meetings have been replaced by virtual meetings and teleconferencing. This includes meetings and ongoing project work with customers to enable us to continue to provide the support they need
4. We have a low dependency on our supply chain to deliver core software and support services. We are working with suppliers to ensure we mitigate any risks that we can foresee
5. We have a range of services for our staff to help support them in these difficult times

We are committed to supporting our clients, many of whom are delivering essential services. Our business continuity plan includes further measures we can enact as the situation develops over the next days and weeks as well as clear plans to return to more normal operating processes once the situation eases.

We have instigated an extensive dialogue with our customers to ascertain ways in which we can help. We are pleased that a number of our products and services are particularly suited to support customers in the current pandemic and we have already begun to make these available - for example helping clients to find information about sources of support they can access

<https://www.grantfinder.co.uk/coronavirus/>

Idox has strong contingency plans and these have been implemented. There are further steps we can take to ensure we continue to operate and provide effective services to our customers should they be

necessary. As a business we consider ourselves better placed than many to maintain our services in this challenging environment across the globe. We are a very resilient business with capacity and capability to enable staff to work remotely for an extended period of time, limited exposure to volatile markets and strong liquidity due to high cash conversion rates and recently extended banking facilities.

We continue to monitor the situation on a daily basis, updating our risk and impact assessments and identifying actions which are needed.