

SOCRATES PREPARATION FOR COVID-19 CORONAVIRUS OUTBREAK

Socrates provides crisis management and business continuity advice to many clients. Therefore it should come as no surprise that we have been monitoring the events related to the COVID-19 outbreak since its very early stages in China.

After confirming the nature of this global challenge and in accordance to the WHO announcements and suggested actions, on February 17th, 2020 Socrates activated its Crisis Management (CMP) and Business Continuity (BCP) Plans in order to prevent, prepare, react and recover from the impact of the outbreak.

At this time Socrates DOES NOT anticipate any impact to our capacity to receive, process and report results of projects received.

Our multi-site structure allows us to operate in a redundancy array from either Brazil and/or Colombia with the same level of effectiveness, and internally we have developed technical and logistical capabilities to run the operation from alternate locations, to include work from home arrangements and from our head office location in the UK.

Every manager and analyst involved in the operation is equipped with fully mobile computing devices that allow them to operate virtually. We have appropriate VPN and encryption protocols in place to permit remote working and we operate a “paper free” environment.

Our proprietary systems including GSOC, SISOC and our web interface have been developed and are maintained by our own IT team. These systems are hosted in data centres in both Brazil, Colombia and the UK.

Office closure has been considered as an extreme measure if the situation escalates and it becomes a required measure to either preventing the potential spread of virus to our team, or in accordance to government agencies recommendations/requirements. At the moment, our CMP/BCP has been activated and we are in a “Yellow alert”, which means active monitoring, situational awareness training, basic preparation and acquisition of prevention supplies (respiratory masks and sanitary supplies). At the time of writing, no member of the Socrates team has (to our knowledge) been exposed to the virus and none have travelled to an affected region. Similarly, no family members of any staff member have been infected.

We will keep its clients and other business partners posted on any relevant situation we might face in regard to this challenging global situation. We would also welcome the opportunity to discuss and align action plans as needed.

Please do not hesitate to contact our Operations Director and Incident Commander JP Paredes (jpp@socratessa.com / +1.786.507.8333 USA or +57.310.414,4238 COL) should you have any question or comments.