



Pandemic Response Plan	Revision 1.0
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Approvals

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Revision History

Version	Author	Revision Date
1.0	Alexander JL Theoharis/Robert Hunsick	March, 2020

Purpose and Scope

The purpose of this document is to detail Docketly’s policies and procedures for reduction of transmission risk in the event of a viral pandemic, and response procedures to mitigate impacts to company deliverables.

This document summarizes our use of “best practice” methodologies ensuring mission critical services continue should some unforeseen health issue disrupt day to day business. This document is to be used in conjunction with our Disaster Recovery and Business Continuity Plan, which addresses issues not found herein.

Policy Statement

Docketly has approved the following policy statement:

- Employee safety is the highest priority.
- Pandemic response is a rapidly-changing environment, requiring continuous monitoring to ensure plans match conditions.
- Planning and procedures are designed to both reduce the risk of infection and manage employee concerns/ensure continuity of work.

Objectives

The principal objective of the disaster recovery and business continuity program is to develop, test and document a well-structured and easily understood plan which will help the company react quickly and effectively to a pandemic or viral outbreak. Additional objectives include the following:

- The need to ensure that all employees fully understand their duties in implementing such a plan.
- The need to ensure that operational policies are adhered to within all planned activities.
- The need to ensure that proposed contingency arrangements are cost-effective.
- The need to consider implications for other company sites.

1 Plan Overview

1.1 General Risk Reduction

Proper sanitation and good hygiene practices are key to reducing the spread of illness in the workplace. Docketly maintains a tidy common workplace cleaned on a routine schedule and provides protective hygiene products including sanitizers, soap, and antibacterial cleaning products to its employees to maintain their own workspaces.

1.2 Specific Response

As each infectious disease is unique, Docketly reviews CDC guidelines and preventative recommendations for integration into its operating procedures. During periods of heightened concern this review is performed daily.

2 Threat Levels

Docketly manages its risk through the application of four threat levels. There is no requirement for a level to be maintained for a set period, and levels may change in response to additional information as necessary. The levels are as follows:

2.1 No Specific Threat

There are no specific viral or health threats that may imminently impact day-to-day operations. When no specific threat exists Docketly issues general wellness statements scheduled as appropriate through HR.

2.2 General Threat

The General Threat level is triggered when a specific viral or health threat is identified, but:

- There are no confirmed cases in Docketly offices;
- There are no state or local directives for social isolation;
- Unplanned absences are within the normal range for the season;
- Schools and public facilities remain open; and
- Other local businesses are not taking precautions.

During a General Threat, Docketly:

- Appoints a Pandemic Response Officer;
- Monitors CDC recommendations and news outlets;
- Applies CDC recommendations to match business needs;
- Encourages social distancing and good hygiene to reduce the spread; and
- Issues communications to employees with best practices and go-forward plans.

2.3 Local Threat

The Local Threat level is triggered when:

- The first cases are detected within local areas of operation;
- Unplanned absences are above normal range;
- Local businesses are taking precautions;
- Schools have issued preparedness plans or closed operations; and
- Public events are canceled.

During a Local Threat, Docketly:

- Follows CDC directives;
- Limits employee physical contact (including handshakes and greetings);
- Limits face-to-face meetings in the interest of virtual alternatives;
- Allows self-identified high-risk groups to work from home where possible;
- Takes steps in preparation for employees generally to work from home;
- Limits travel to affected areas;
- Communicates to employees to stay home if symptoms are shown, or interaction with symptomatic people has occurred; and
- Sends home the visibly sick.

2.4 Business Threat

A Business Threat is triggered when:

- A case of the virus or health risk is detected within the building or an employee's family;
- The state or local directives call for required social isolation;
- Unplanned absences exceed acceptable thresholds;
- There is the potential for mass transportation to be closed or not viable for employees;
- Schools and public facilities are closing or closed;
- Local hospitalization rates are high; or
- The CDC enacts policies or procedures that materially impact business functions.

In response to a Business Threat, Docketly:

- Removes the impacted department to work from home or other vacant space until the affected area is cleaned;
- Removes non-essential personnel to work from home if capabilities are available;
- Mandates that all meetings be conducted virtually;
- Cancels or postpones non-essential travel;
- Encourages and authorizes leave for medical concerns as necessary;
- Follows Docketly's Disaster Recovery and Business Continuity Plan to ensure business functions are preserved; and
- Takes additional steps as directed by the CDC to limit business impact.

3 Data Protection

During a viral or health occurrence that impacts business functions care will be taken to secure customer data and documentation. Additional care will be required to ensure employees working from home maintain Docketly's existing high data protection standards. These protections are two-fold:

3.1 Access Restrictions

Any access to sensitive, non-public information will be on a need-to-know basis and monitored through Docketly's existing proprietary system.

3.2 Technical Restrictions

Access to any information, private or public, will be limited to company-owned hardware or monitored cloud-based virtual machines to limit access to sensitive information. These devices will be subject to our existing information security policies.

4 Communications to Customers

Docketly will issue communications to customers in the event of any material impact to business operations due to a pandemic. Such communications will include, at a minimum, the risks as assessed, updated information, and Docketly's response to mitigate the impacts to customers. Communications will be issued through Account Managers and Docketly will make itself available for additional inquiries.

5 Disaster Recovery and Business Continuity Plan

Please reference our Disaster Recovery and Business Continuity Plan, incorporated herein by reference, for additional precautions, policies, and procedures. In the event of a conflict between the two documents, this document supersedes.