



Chairperson
Waheed Adam

CEO
Gregory Brophy

Executive Director
Bulelwa Mtsali

Sales Director
Craig Berry

Non-Executive Director
Niclas Kjellström-Matseke

Tuesday, 24th March 2020

iTouch Communique

Dear Clients, Partners, Governments, Concerned Members of the Communications Sector,

Re: Covid-19 Impact and Business Continuity Plans

It almost feels as if we are all acting out a script written by one of our science fiction gurus for a Hollywood movie in the making, but the reality of it all is on our doorstep and one that needs the collective to ensure we pass this unfortunate moment in our history as soon as possible.

Louis Pasteur "Fortune favours the prepared mind."

As part of our on-going commitment to our clients and in some cases a business requirement as a critical vendor, iTouch's Business Continuity Policies have been in place for many years and a program we review annually. We are therefore in a fortunate position to inform you that we already have a program implemented in 2019 having certain critical members of staff work remotely, some as many as 4 out of 5 days, while the readiness of the larger team already in place irrespective of the office location. The protection of our staff is key to the policy we have in place. Therefore, we are able to implement the lock-down imposed without any interruption to our services to you and can continue to provide the support as we prescribe in our Service Level Agreements (SLA).

No human-touch required

Our hardware is housed in multiple data centers of which some reside in-house while some are with hosting partners. These are designed to be remotely administered and rarely require physical access. We do not foresee any impact on our systems as a result of any lock-down, whether within the borders of South Africa, the rest of Africa and/or in Europe and beyond.

iTouch's "no-touch" and "no-travel" policy

As part of the collective in "flattening the curve" of this pandemic we have available hand sanitisers and implemented a policy of refraining from handshakes and high-fives. Education to instill behaviour of a preventative nature is constant and any staff member with any possible infection, irrespective of mild symptoms have been or will be placed on sick leave and requested to be tested for Covid-19. Our own CEO, Greg Brophy was placed in quarantine as he travelled abroad and was fortunately tested as negative.

As such all travel has been suspended indefinitely however virtual meetings will replace the face to face meetings, and who knows, may become a way of the future complementing our commitment to reducing our own carbon footprint as a signatory to the Sustainable Development Goals as set out by the United Nations.



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Urgent Communication Requirements

A number of our clients require urgent communications sent out to their customer base as a result of Covid-19 and the impact associated thereto. As such we are committed to prioritising this requirement and have our teams available beyond the usual call of duty. If you feel your request demands this of us, please email priority@itouch.co.za

#This too shall pass – often expressed in [wisdom literature](#) throughout history and across cultures.

We now have the responsibility to prevent the spread of this virus and are subjected to conditions that we are not used to. Be vigilant and take care. Of this may come many opportunities such as greater connections with family, reducing your carbon footprint, introspection and the appreciation of the simple things in life we take for granted. And above all, be assured that this too shall pass...

Waheed Adam

Executive Chairperson