

## BMC Statement of Preparedness

BMC Software, a global leader in IT solutions for the digital enterprise, is an ISO 22301:2019 certified company.

In keeping with our Business Continuity Plan, we have a comprehensive plan to protect our employees, contract workers, partners, and customers and to minimize any potential delay in delivery of products, services, and support that could arise as a result of coronavirus (COVID-19).

The BMC Pandemic Plan, a part of our Business Continuity Plan, is based on industry best practices and recommendations from the US Occupational Safety and Health Administration (OSHA) as well as the Centers for Disease Control and Prevention (CDC), and the Alert Levels established by the World Health Organization. BMC's Crisis Management Team Leader will determine when it is appropriate to activate the BMC Pandemic Plan.

Under the BMC Pandemic Plan:

- Human Resources will be responsible for monitoring the spread and impact of any disease and escalating to the Crisis Management Team (CMT).
- The company will leverage aspects of the Crisis Management Plan to manage a pandemic.

Upon activation of the BMC Pandemic Plan:

- The focus will be on the health and safety of employees, contract workers, partners, and customers, and continuation of BMC's critical business processes. If service levels are impacted beyond the maximum tolerable period of disruption (MTPD), business partners and customers will be notified.
- BMC employees may be re-deployed to other departments or geographical locations to support the demands of staffing shortages within critical business processes.

BMC has been updating employees on the company's response to coronavirus, has notified employees of what actions they should take, and has launched an employee website with the following information:

- Actions the company has taken in response to the spread of coronavirus
- Temporary remote work alternatives
- International and domestic business travel advisories and restrictions
- Guidelines for visitors to BMC's offices
- General health practices based on public health agency recommendations

BMC prioritizes health and safety as well as the continued delivery of customer success, and we will continue enacting measures to ensure business continuity.