

Overview – From the end of 2019 a new and virulent infection began to spread globally, eventually reaching pandemic proportions in 2020. The global effect has had far reaching and sometimes unexpected consequences for businesses and their staff.

Scope – Payara Operations, Payara staff, and external visitors and organisations

Purpose – To give clarity and guidance to both internal and external parties on the process's Payara has established to enable business functionality.

Statement and Guidance

As a cloud-native company whose critical resources are cloud-based and accessible from anywhere, and with a geographically distributed team that excels at collaborating virtually, we know we will be able to continue to serve our customers and community on a business-as-usual basis without interruption or degradation of service.

We will continuously review the situation and take all necessary steps to ensure our customers worldwide can rely on us to support their business-critical applications with the same excellent level of service they have come to expect from Payara.

Like many other businesses we have had to make adjustments to our planned business operations;

To Reduce transmission, we have;

- minimised the need to travel by focussing on Virtual attendance where possible
- extended and focussed on enabling all staff to work remotely
- created a covid secure workplace for staff wishing to hot desk (UK /EU)
- followed government advice around social distancing and hygiene measures
- discouraged visitors from in person attendance and follow best hygiene practice if this is not possible

To build Health and Wellbeing, we have;

- supported our staff to get vaccinated at the appropriate time
- ensured that Mental Health is a priority for trained team leaders

Company Statement on Covid -19 - SARS virus



- covered sick pay if staff are sick
- followed government guidance on maintaining social distancing and Hygiene practices

to ensure Data security / protection, we have;

- Infosec and Opsec policies that have been developed so that, all business systems are delivered as SaaS to the user with multiple layers of encryption and authentication,
- Enabled user endpoints to be deployed using organisationally managed single sign-on, anti-virus/malware, and no business data is held locally.
- Ensured that all mission critical business systems are delivered as SaaS negating the organisations reliance on On-Prem infrastructure.

Payara is confident that we will be there for all our staff, customers, and the wider community, and together we will all continue to provide the Java Community and customers the support and commitment that is expected.

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