COVID-19 & LogMeIn's Business Continuity Plan

Overview

As a major provider of global communications and remote working technology, LogMeIn is committed to provide continuity of our services to our customers before, after and during any global event such as COVID-19. With our global distribution, operating model and technology, we are well positioned to continue operations of our services.

Precautions taken in response to COVID-19

In light of the emerging global risks associated with the COVID-19 virus, LogMeIn has instituted several precautionary changes to our normal business practices, including:

- A temporary global ban on all travel for our team members. We will not place our team members in situations of increased risk. Additionally, use of our own technology to facilitate meetings and collaboration has always been our MO and this enables us to continue business.
- Team members returning from trips already underway to high risk areas are asked to self-quarantine to avoid introducing potential infection into the offices.
- Team members take their laptops home each night in case of an inability to travel to an office or to enable sustained work from home in the event of an office shutdown..
- Critical teams are already geo-dispersed to provide regional independence of operations. This is true for all aspects of the company including production operations, Customer Care, G&A and product engineering.
- A continuous evolution of the LogMeIn internal systems that are primarily SaaS based and a reduction on the dependence of on-premises systems that would increase the vulnerability of a given office to a shutdown.
- Capacity planning and frequent reviews. LogMeIn is very used to performing capacity management as part of its usual SaaS operations. However, with the ramp in digital meetings replacing travel or face-to-face meetings, the operations team are reviewing daily. Availability is crucial for our customers.

Business Continuity Plan and Response Team

LogMeIn executive leadership has mobilized the company's Business Continuity Response team to monitor the emerging situation, invoke a business continuity plan, if necessary, and expand (or shrink) our actions based on the global situation. This team:

- Communicates frequently to ensure the correct response to emerging threats of COVID-19 and refines our responses appropriately. The team uses information sources such as The World Health Organization, The Center for Disease Control, applicable State Department or equivalent to consolidate both a global and regional view.
- Cascades actions to the entire company and stakeholders for clear, concise invocation
- Maintains the sole decision rights to adapt our response to ensure consistency and accuracy.

All LogMeIn team members are enabled to work remotely as part of a standard working approach. As a major supplier of collaboration and remote support tools, we use our own technology to allow a flexible work location. As a result, upon immediate notification of a regional quarantine or expanded infection, team members can remain physically isolated but continue their work.

Staffing levels across the globe are such that with the loss of an office AND all team members being incapacitated within that region (a low risk at present), other locations can continue to operate.

LogMeIn provides its services as a combination of global Colocation data centers and public cloud. Capacity management is performed across these centers with local resources to maintain access to the facilities without the need for air travel.

Monitoring and sustainability teams are able to perform their duties while in or out of their home or other remote facilities.

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