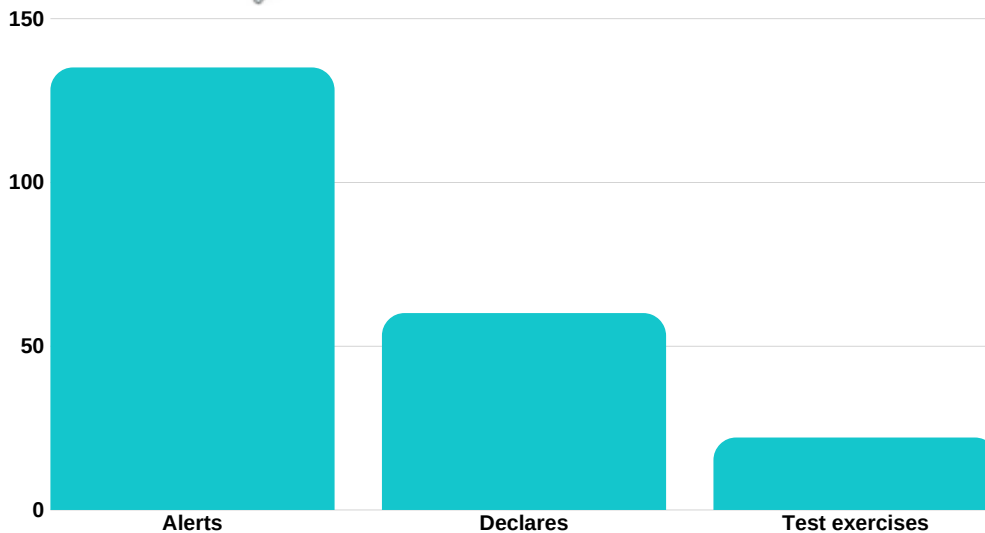
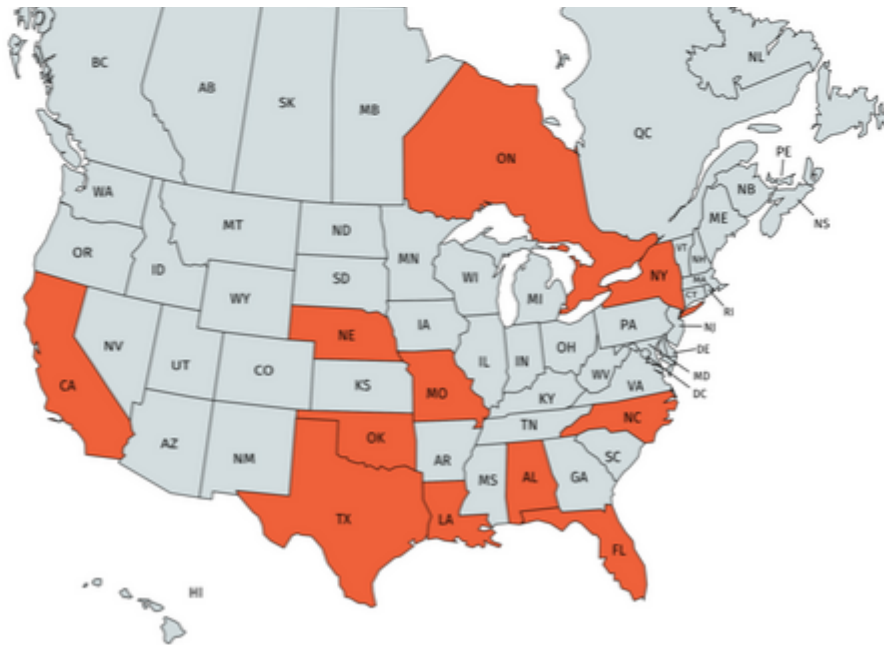


Agility Recovery: Operations Update

In August, our Operations Team received and responded to **135 different alerts** and **60 declares** throughout **10 states** and **1 Canadian province**.



August has shown triple the activity we saw in July, we responded to **135 calls for assistance** from our customers, with **60 cases** for declarations. Among all interruptions our team managed, **93% of alerts/declarations** were caused by Hurricane Dorian. Our Operations Team has also orchestrated **22 customer test exercises** across our operations facilities.

August '19

AUGUST DECLARES:



A Commercial Airline Company Requested ReadyOffice due to Hurricane Dorian

One of the largest commercial airlines in the U.S. requested our help to safeguard their operations from an approaching storm. The company relied on Agility to move certain staff away from the original impact zone of the storm to secure their business continuity.

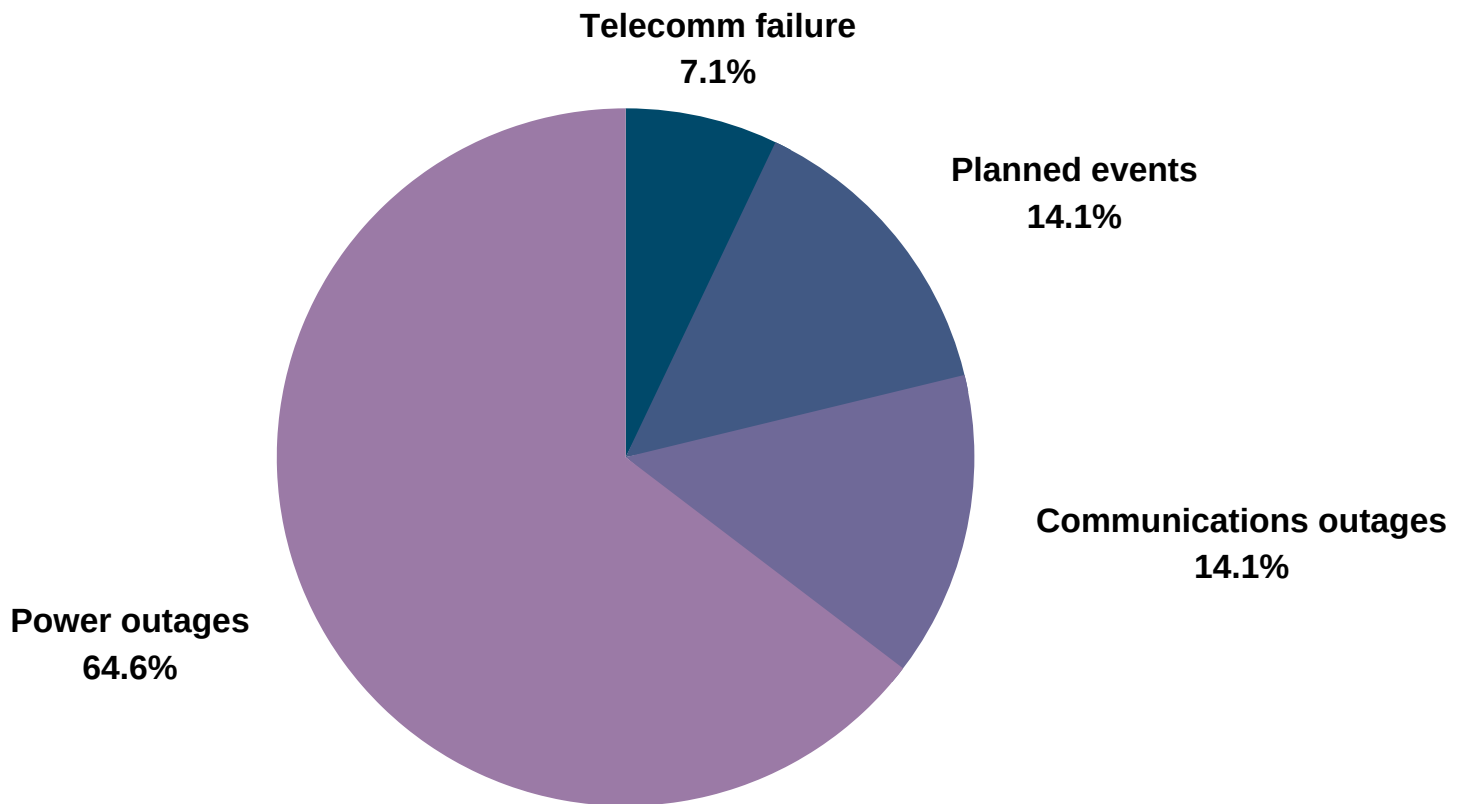


A Pharmacy Benefit Management Company requested Mobile Recovery Center (MRC) due to Hurricane Dorian

One of the largest pharmacy benefit management organizations in the U.S. The company relied on Agility to set-up an extra office outside of the impact zone, near Atlanta, GA. However, after the storm has changed its initial path, our Operations Team has promptly relocated the MRC to a different location and set up a temporary office with all the necessary equipment.

AUGUST DISASTER TYPES:

The most common reason for business interruptions this month was Hurricane Dorian.



AUGUST TESTING ACTIVITY:

12 tests performed:

- 5 Tests in Atlanta
- 4 Tests in Las Vegas
- 1 Test in College Station
- 2 Tests in Liberty Lake
- 2 ReadyOffice (Regus) Tests
- 3 Quickship Tests
- 2 MRC Mobile Tests
- 1 MBC Mobile Test