

COVID-19 BUSINESS CONTINUITY PLAN

The CyMVO team members have been remotely in accordance with Government policy since March 2020 and it is business as usual from an operational perspective. The key areas of concern for CyMVO in the current COVID-19 crisis are as follows:

1. Some or all of the CyMVO team become ill
2. Some or all of the Solidsoft Reply team becomes ill
3. EMVS not designated as priority service by Microsoft
4. Solidsoft does not have financial resources to continue

This plan analyses each of these scenarios and identifies what steps will be taken to ensure that CyMVO can continue to manage the Cyprus Medicines Verification System (CyMVS) throughout this period.

1. Some or all of CyMVO team become ill

1.1 Some members of CyMVO team are unfit to work but General Manager and/or QA Manager are still working:

- If one member of the team becomes ill, General Manager in consultation with the rest of the team will prioritise the critical functional activities and re-assign responsibilities as appropriate.
- In the event of QA Manager being unfit to work, General Manager will request support from the other Solidsoft QA Managers and Solidsoft Reply as required.
- If General Manager is unfit to work, she will inform CyMVO Board of Directors. QA Manager will be responsible for ensuring continuity of operations, in consultation with CyMVO Board of Directors as required.
- In case of any of the above scenarios, additional support may be sought from colleagues in the other Solidsoft NMVOs and also from Solidsoft Reply (see key contacts in Appendix 1).

1.2 General Manager and QA Manager are unfit to work:

- CyMVO Board of Directors will be informed and he will contact the following Board members who have agreed to provide operational support in the first instance:
 - **President** – primary contact in terms of general operations;
 - **Vise President** – primary contact in event of system/technical queries;
- CyMVO Board of Directors and the relevant Board members will liaise directly with whatever members of the CyMVO team are still working and also call on the other Board members for support as and when required.
- The General Managers in the other Solidsoft NMVOs may be available to provide assistance when requested.
- Solidsoft Reply is available to provide whatever support is possible.

1.3 All members of CyMVO team are unfit to work:

- As per section 1.2, except that the Board will be fully responsible for all aspects of CyMVO operations.

Supporting activities:

CyMVS & alert management

- **CyMVS Portal** for access to CyMVS to run reports and manage end-user and NCA accounts in the CyMVS is cloud-based and can be accessed remotely from any PC or laptop once the relevant login details are to hand (support provided by Solidsoft supply).
- Alert management is performed using NMVS – Alerts Software which automatically parses emails from alerts@koef.org
- Alert emails are sent to alerts@koef.org.cy and listed in an excel database maintain by CyMVO personnel

Office systems

- **Repository**
 - CyMVO has a physical server used as electronic repository which can be accessed remotely from any PC or laptop once the relevant login details are shared. The server is supported by Tsiakkas Telecommunications.
- **Software**
 - Email (support provided by Elion Graphics)
 - Adobe Acrobat Pro DC (support provided by Tsiakkas Telecommunications)
 - File storage:
 - Confidential files, e.g. personnel files, financial files (including budgets) are stored in the Fileserver repository (folder name: Company Data) (support provided by Tsiakkas Telecommunications)
 - Each member of team also has access to the Google drive storage file (used as backup fo the filesevrer),
 - No local file storage on laptops is permitted,
 - Common CyMVO file repository in SharePoint (part of Office 365 account) offered by Solidsoft.
- **CyMVO's phone system**
 - Provided via Teams (as part of Office 365 account).
 - Calls can be made or received from any PC or laptop where someone has logged into an CyMVO user account.
 - Calls to the CyMVO landline number – 22270095 – number can be diverted to any other phone number, including a mobile.

Accounts & banking

- Accounts and auditing are made by our external partner Nexia Poyidjis who has access in our bank accounts through 1 bank website of bank of Cyprus.Auditing occurs on a yearly basis.
- **Accounts package:**
 - Accounts and auditing are made by our external partner Nexia Poyidjis who has access in our bank accounts 1 bank website of bank of Cyprus and also acess to all invoices, credit notes and purchase invoices. Also they have access to cheque books, Rent contracts and statement of accounts.

- **Sales invoices & credit notes**
 - Sales invoices and credit notes are issued by our external partner Niocletta Epaminonda at Achellas Demetriades Law Office
 - Sales invoices are saved by our external partner Niocletta Epaminonda at Achellas Demetriades Law Office
- **Purchase invoices & credit notes**
 - Purchase invoices are saved by Elita Prokopiou at KOEF'S office
- **Payroll**
 - Payroll is managed by Anthousa Chyti at Lellos Demetriades Law office
- **Revenue /submissions (VAT, VIES, PAYE, Corporation tax)**
 - Nexia Poyiatzis our external accounting partner deals with tax advisory and VAT on a yearly basis. They take over all tax submissions payment and proceed with transactions on payment.
- **Pension scheme**
 - As a pension scheme Anthousa Chyti at Lellos Demetriades Office arranges monthly payment for the Social Insurance.
- **Bank payments**
 - Bank payments are approved and authorised by our signatories Kyriakos Mikellis President of the Borad, Andreas Vasiliou Vice President and Arthur Isseyegh General manager at Koef.

How to access CYMVO systems (e.g. CyMVS, email, server and phones):

- *List of CyMVO systems & passwords:*
 - **KeePass:** Board fo directors may be provided with access to the list of passwords for CyMVO systems – saved and maintained in a secure Password database (KeePass) software.
- *If above process does not work for any reason, need to list who to contact to access systems:*
 - **Email, server, website** - contact IT support service provider listed in a table below. As an administrator, they will be able to re-set password for these systems.
 - **Phones and internet** – contact service providers
 - **Password database** – contact service provider
 - **CyMVS** - contact **Solidsoft Reply**

2. Solidsoft Reply team becomes ill

Mark Usher from SSR confirmed on weekly call with NMVOs on Thurs 26th March that:

- SSR team members are now all working remotely and are well;
- SSR has access to back-up from broader Reply group in event of key personnel becoming unwell.

Mark Usher provided copy of updated Solidsoft Reply Business Continuity Plan on 2nd April. He provided a further statement by email on 6th April on business continuity planning for staff availability during the COVID-19 crisis. Copies of both saved in CyMVO's SharePoint.

3. Solidsoft does not have the financial resources to continue

Solidsoft is part of the Reply group which is an Italian company. Given the extent of the COVID-19 crisis in Italy, Mark Usher in Solidsoft was asked to confirm the company's financial viability. He confirmed on the weekly call with NMVOs on Thurs 26th March that Solidsoft Reply has the financial capacity to continue operations during the current crisis. Furthermore, the Reply group worldwide has significant cash reserves and financial capacity to continue operations in the current crisis.

Mark User provided email confirmation of Reply's financial position by email on 30th March. Solidsoft Reply's accounts for 2018 and as well as those of its immediate parent company Reply Ltd were downloaded on 31st March 2020 (2019 figures not yet available). All saved in CyMVO's SharePoint folder.

None of the available information suggests there is any immediate cause for concern.

4. EMVS not designated as priority service by Microsoft

Microsoft has drawn up a list of priority services that will be maintained ahead of non-critical services if the Microsoft Azure servers come under pressure due to unprecedented levels of traffic. With the permission of the HPRA, the CyMVO provided SSR on 26th March with a copy of an email issued by the Commission on 25th March to NCAs advising flagging the importance of maintaining FMD in the current circumstances, as this is useful backup for the SSR position that the EMVS is a priority service.

Solidsoft Reply confirmed by email on 27th March that Microsoft has agreed to add all the NVMSs and the EU Hub to its priority services list, which means they should not be impacted if there are Azure capacity or demand issues. Email saved in CyMVO's SharePoint.

Appendix 1 – Key Contacts

CYMVO Team

Name	Position	Email	Phone
Arthur Isseyegh	Director, General manager	artouros@ldlaw.com.cy	99650285
Zenon Michaelides	QA Manager	Zinonas.michaelides@koef.org.cy	99604134
Elita Prokopiou	Administrator Officer	Elita.prokopiou@koef.org.cy	22270096

CYMVO Board (full directors)

Name	Email address	Phone
Kyriakos Mikellis	Kyriakos.mikellis@pfizer.com	22817692
Andreas Vasiliou	a.vasiliou@remedica.com.cy	25553000
Christos Anastasi	Christos.anastasi@medochemie.com	25867600

Solidsoft Reply

Main office number: +44 1256 375700

Helpdesk

Phone number: +44 1256 375715

Email: support@solidsoft.com

Management team

Name	Position	Email	Phone
Mark Usher	Partner	m.usher@reply.eu	+44 7768 103 800
Matt Rymell	Quality Manager	m.rymell@reply.eu	+44 7841 867774
Mandeep Riat	Operations Manager	m.riat@reply.eu	+44 7585 600 398
Neil Porazinski	EMVS Project Manager	n.porazinski@reply.eu	+44 7757-685133
Matt Sargeant	Infrastructure Support	m.sargeant@reply.com	+44 7919 352867
Richard Booth	Operations Deputy	r.booth@reply.eu	+44 7557 594 265

Please see SSR business continuity plan for additional contacts.

EMVO

Main office number: +32 2 657 51 71

Helpdesk

Tel. no.: +32 2 657 00 08

Email: nmvosupport@emvo-medicines.eu (queries from NMVOs)

helpdesk@emvo-medicines.eu (all other queries)

Management team

Name	Position	Email	Phone
Andreas Walter	General Manager	andreas.walter@emvo-medicines.eu	+32 477 209 401
Tobias Beer	Chief Operating Officer	tobias.beer@emvo-medicines.eu	+32 472 871 419
Mark Scott	Head of Operations	Mark.scott@emvo-medicines.eu	+32 470 591 987
Stephan Theunissen	Head of Quality Assurance	stephan.theunissen@emvo-medicines.eu	+32 476 512 100

IT support

Systems	Support provider	Contact	Email	Phone
Hardware repository and	Tsiakkas Electronics	Phedias Tsakka	phedias@tsiakkas.com	25818686
Website maintenance	Elion Graphics	Elena Ioannou	info@elion.com.cy	99412821
Password database system	KeePass	Dominik Reichl	dominik.reichl@t-online.de	(0049) 0173 4621639

Auditors/tax advisors/ Solicitors

Main office number:

Contact	Details	Email	Phone
Lellos Demetriades LLC	Achilleas Demetriades	achilleas@ldlaw.com.cy	22676060
Nexia Poyiadjis	Michalis Mavrommatis	michael.mavrommatis@nexia.com.cy	22456111

Bank

Branch name & address: Bank of Cyprus , Diagorou Avenue , Nicosia.

Branch tel. number: +357 22125631

Email contact: Pambos.Kasionis@bankofcyprus.com

FMD IT software providers – see list and contact details on [CYMVO website](#)