

## ASX Release COVID-19 update

Singapore, 16 March 2020: Human Resources SaaS and Software with a Service (SaaS) provider PayGroup Limited (“PayGroup”, “the Group”; ASX: PYG), today released an update in relation to COVID-19.

In light of the recent global challenges posed by COVID-19, PayGroup recognise that the Company’s relationship with its clients is business critical. PayGroup’s Management team and Business Continuity Plans are focused on ensuring that it continues to meet its responsibilities for on-time payroll, HR transactions and other payments. Continuity of these services is imperative at all times, but is especially heightened in the current environment.

Since 24 January 2020, PayGroup’s Business Continuity Planning (BCP) team has been actively monitoring the ongoing impact of COVID-19 in each country operated in and is taking appropriate measures in line with advice from relevant government and health authorities. PayGroup is committed to putting the health and safety of staff and their families first, whilst still maintaining the highest level of service delivery to clients.

Teams are dispersed geographically and therefore PayGroup is well placed to ensure continuous crossborder support should a concentration of COVID-19 cases occur in any one country. The BCP team is monitoring and assessing Government announcements daily of each country PayGroup operate in, so that the latest appropriate measures are taken and to ensure no business impact.

### **PayGroup’s precautionary measures to-date include:**

- Employees who perform work that can be done remotely will be working offsite and/or insplit shifts;
- There will be no impact to our client management, as our workforce and technology allow us to support our clients virtually;
- With health and safety the utmost priority, any employee that feels ill even with mild symptoms, are encouraged to seek medical advice immediately and rest or work from home;
- Employee business travel is suspended;
- Upcoming events are being evaluated and any changes will be communicated with relevant employees or clients; and
- Staff are encouraged to sterilize their hands at the front desk and perform daily temperature checks in the office.

PayGroup will continue to monitor the situation and advise customers, staff and shareholders of any updates.

A few frequently  
**asked  
questions**  
are addressed  
in detail as follows

**What are the precautionary measures taken by PayAsia, to ensure safety of the employees from the Covid-19 Pandemic?**

Ans: We at PayAsia have taken the following measures across all our affected centres:

- Virtual Work Environment for all.
- Virtual Meetings instead of person to person meetings.

**Will the current situation affect PayAsia's Clients?**

Ans: No, our workforce and technology allows us to work and support our clients virtually, therefore there shall not be any impact on our Client Management and Service delivery

**Is telephone communication with PayAsia staff still possible?**

Ans: Yes, we use Voice over Internet Protocol (VOIP) which means that our phone lines are operational and manned during the business hours

**How does PayAsia propose to maintain the service level globally?**

Ans: PayAsia is uniquely positioned to ensure service levels are maintained during this crisis through a combination of our technology solutions and a workforce spread across multiple geographies.

**How is PayAsia ensuring proper data security as most of the staff is working remotely?**

Ans: PayAsia's Technology Infrastructure was developed to manage our Business Continuity Plan contingency under ISO27001 (Security Management) guidelines. Therefore, the security and confidentiality of data remains a strict adherence with all protocols in place for staff to follow in their respective virtual work environment

**For further information, please contact:**

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**Authorisation**

This announcement was authorised by the Company Secretary of PayGroup

**About PayGroup**

Headquartered in Melbourne, Australia, PayGroup Limited (ASX: PYG) is a provider of Software-with-a-Service (SaaS) payroll solutions and APP enabled Cloud (Software-as-a-Service or SaaS) Human Capital Management (HCM) platform for multinational companies. Clients are typically medium to large employers in multiple countries across Asia Pacific.

The Group is also a leader in workforce management solutions for complex businesses especially for Workforce Management Companies in Australia and New Zealand with its recent acquisition of Astute One Ltd.

Servicing over 780 client entities, the Group has 183 employees and delivers over 4.7 million payslips per annum