

Business Continuity

Last Updated: 14 April 2025
Effective: 14 April 2025

BUSINESS CONTINUITY

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1 BUSINESS CONTINUITY

- 1.1 Service Provider shall have a business continuity plan (“BCP”) in place to ensure the continued business processes of Service Provider for the performance of the Services in case of disasters affecting Service Provider’s or Service Provider’s Affiliates’ premises or systems as are consistent with standard industry practice. In the event of a disruption, Service Provider shall implement such procedures diligently.
- 1.2 Service Provider will provide Customer with a summary of any updated BCPs upon request. Service Provider will maintain the BCP and test the BCP at least annually.

2 INTRODUCTION

- 2.1 The purpose of this document is to provide a high-level overview of the Business Continuity (“BC”) measures that are in place specifically related to the critical business functions (touch points) that Customer has with the Deel Local Payroll services. The 3 touch points can be defined as follows:

- 2.1.1 The Deel Local Payroll Application: The primary application that Customer’s and users interact with daily;
- 2.1.2 The Support/Help Centre. The telephonic point of contact should Customer and users need assistance regarding the Deel Local Payroll Application.
- 2.1.3 The Ticketing System & Help Centre. The system used to log and record all queries, questions and assistance relating to the Deel Local Payroll Application as well as manage service levels regarding our support turnaround time.

3 DEEL LOCAL PAYROLL APPLICATION

- 3.1 The Deel Local Payroll Application is hosted in Microsoft Azure in a computing environment that has been designed with high availability to help ensure a predictable degree of operational continuity during production hours. The Deel Local Payroll Application uses various managed services in Microsoft Azure which comes with an availability guarantee of at least 99.95%. Microsoft Azure has several redundancy features at every level of failure, from an individual service to an entire region. Deel Local Payroll Application utilises various of these redundancy features based on the respective service offering being used.
- 3.2 The Deel Local Payroll Application utilizes a geographically separate physically located Microsoft Azure data centre for disaster recovery (“DR”) purposes. This environment is a replica of the production environment in terms of architecture and design and resides in a “passive” or “standby” state. The application database is replicated in real-time to the DR environment using the geo-replication feature of Azure SQL Service and therefore has a recovery point objective of a few seconds. The DR environment is tested at least once a year to replicate a disaster and to ensure all core processes are up to date and relevant.
- 3.3 If a disaster is declared, the “standby” environment is activated, and communication is sent to all Customer informing them of the nature of the incident.

4 RECOVERY STRATEGY

- 4.1 Due to the cloud-based nature of the Deel Local Payroll Application, there is no impact from a user’s perspective when a disaster is declared. Users access the Deel Local Payroll Application production environment through a URL which will be pointed to the DR environment IP address.

5 PLAN TIMELINE

- 5.1 The information below provides the timeline from incident detection and indicates at what time intervals certain actions are initiated:

Hour 0	Incident Detection & Severity Classification
Hour 1	Activate Initial Response Team
Hour 2	Activate Recovery Team & Coordinate Tasks
Hour 3	Establish ETA to Potential Restoration of Services
Hour 4	Declare a Disaster: If NO: then Terminate If YES: Mobilize/Prepare Recovery Team & Activate DR Database
Hour 5	Notify Customer Users;
Hour 6	Activate Website
Hour 7	Validate Core Application Components
Hour 8	Resume Normal Operations

6 SUPPORT/HELP CENTRE

- 6.1 Service Provider support desk operations physically reside in Johannesburg, South Africa.
- 6.2 The contact number (+27 87 210 3000) that Customer and users use to contact Service Provider service desk when assistance is required is a software-based VoIP PBX solution. All calls are routed, by this PBX solution, directly to a support desk consultant's computer regardless of where they physically reside. This means that Service Provider's entire support desk team can operate anywhere where there is an internet connection, there is no reliance to operate out of Service Provider's offices. This gives Service Provider vast flexibility in terms of servicing Customer telephonically if operations at Service Provider's head office is disrupted in any way.

7 TICKETING SYSTEM AND HELP CENTRE

- 7.1 In addition to being able to contact Service Provider's support centre telephonically, Customer and users can create a ticket request on Service Provider's ticketing system by sending an email to support@payspace.com or by accessing Service Provider's online help center through the Deel Local Payroll Application. Service Provider's support centre consultants are alerted of a new ticket and therefore action it accordingly. The ticketing system has built-in escalations processes relating to support timeframes.
- 7.2 Service Provider's ticketing system is a separate cloud-based solution which means it provides the same flexible accessibility benefits for Service Provider's support center consultants. Service Provider can service Customer logged tickets from anywhere.
- 7.3 Service Provider's ticketing system forms a crucial element to Service Provider's business function and is the primary fall-back option regarding Customer assistance in the rare event that Service Provider's support desk is unavailable telephonically.