

Intercope's response to the Corona pandemic

Early March Intercope's management responded to the threat of this pandemic. Consequently, the business continuity plans were revised and preparations for a quick response to a change in the severity were made.

Initially, travel restrictions and hygiene regulations were applied. As the situation deteriorated, Intercope initiated an action plan to minimise any impact the Corona pandemic might have on the service for Intercope's customers.

Operations

On March 17th, Intercope instructed all employees to work from their home offices. To date no employees are reported either sick or infected. In Germany, regulations to avoid contact between individuals are in place and enforced. Only Intercope's IT personnel are onsite on a rotation basis to monitor the IT systems and to react quickly in case of any issues.

Intercope implemented two solutions for the staff to ensure that online collaborations and meetings are possible anytime and securely. All employees are exercising social distancing.

For anyone attending the office, all employees have designated working areas and no items are shared.

Service Status

Currently there is no impact on services provided to customers. Our BCM plans cover pandemics and appropriate precautions are in place:

- VPN infrastructure to ensure that there is no limitation in usage of Intercope's IT; additionally, the security level is persistent.
- All core systems required for customer support have back-ups and are operational without any physical presence at the office required.

If the lockdown is to continue for a longer period, the services will still not be affected with the current working arrangements.

Leadership and Escalation

To ensure that all business operations and company structures are working, Intercope's leadership team will currently not meet physically.

From a customer support perspective, no further procedures beyond the existing are required to deliver support at the present time.

However, management are continuously monitoring the status of the situation to respond immediately if required.

Risk Management & Control Environment

Intercope assesses risk on a regular basis. The evaluation of the current pandemic shows no additional risks requiring further actions than those already in place. All departments of Intercope are so far unaffected.

Material Sub-Contractor

Intercope has not experienced any supply chain issues to date. For the development and delivery of BOX Messaging Hub, Intercope does not rely on any external supplier.

To support daily business operations and to avoid any communication issues, Intercope is using two providers for team collaboration. In addition, a second internet connection via a different carrier and a different technology is in place.