



Hamburg, 17.03.2020

Business Continuity Measurements

To whom it may concern,

hopefully the person reading this is doing well. With reference to COVID-19 (SARS-CoV-2) we would like to make sure that during this situation you will have all the support you need.

We want to assure you that x-ion has taken the following Business Continuity measures:

1. Awareness

Awareness measures have been implemented locally. Our employees have been informed via email, hygiene posters/flyers etc.

Our team continues to monitor the situation and will adjust plans as required.

2. Mobile Work

All employees are fully equipped with laptops (and further peripheral devices) to be able to work from home in case of an unexpected quarantine.

3. Separation of Employees

Business critical persons who maintain critical infrastructure and business critical processes were identified in the local organization and separated into home office or different locations taking into account the local situation.

4. Suspected Cases Containment

All employees have been informed that travel returnees from Corona-critical countries or classified as Corona-critical suspected cases work at least 14 days from home as a precautionary measure before taking up office work again.

5. Implementation of Travel Restrictions

All managers have been informed that business related travels, which are not related to maintain critical infrastructure, have been stopped/prohibited.

6. Critical Suppliers and Contractors

All critical suppliers as well as critical contractors, that are required to maintain existing services, are identified. Corona-Measures of these parties have been reviewed.

7. Spare Parts

Stocks and spare parts for bridging outages in the supply chain for approximately / for a period of 4-6 weeks are available (for all critical suppliers).



8. Curfew

Access to our critical infrastructure is granted at any time. Every manager in the company has got a signed permit to hand out if necessary.

9. Customer Happiness Center

Plans are in place to ensure we continue to operate effectively and remain focused to support you. Our 24x7x365 support may assist you via Mail "support@x-ion.de" or Phone "+49.40.6094 510 911". In cases of emergency please do contact "emergency@x-ion.de".

If you have any questions please do not hesitate to contact us at any time.

Best regards

ppa. Andreas Janker