

Munich, March 13, 2020

intive

Dear Customer and Partner,

The outbreak of COVID-19 (Coronavirus) continues on a global scale. We want to share with you what measures we have taken to secure our business continuity for all our customers.

We have established specific measures to account for the coronavirus on top of our general business continuity plans. A task force was established in February to ensure that information is centrally gathered for quick decisions and to implement actions based on recommendations of public health institutions with no delay.

We have a flexible mobile workforce not dependent on availability of premises. Therefore, we have encouraged employees to work from home and have banned all travel, both internal and external, to the bare minimum as a precaution and social distancing measure. These measures are to ensure the health and safety of our employees, their families and our customers, which is our utmost priority. So far none of our employees has been positively tested.

Continuity of our operations is secured. We have been already equipped with the technical infrastructure to work and deliver in a decentralized work organization as our normal business operations. We have increased capacity and redundancy of our core IT systems such as VPN or video conferencing that enable us for remote work (home office). We have implemented additional monitoring to address any incidents immediately. We have instructed all teams globally to further leverage technology for virtual meetings as much as possible, on top of what our internationally distributed teams already have done.

We do have contingency plans in place. We monitor the daily changes. We are committed to ensure continuation of highest quality service delivery without major disruption and offer our support to you, our customers and partners, even further to maintain your business continuity wherever we can help. We are well prepared for remote and decentralized technical services, maintaining your platforms, applications and the like, due to our daily work routines established before the Coronavirus spreading around.

We appreciate your loyalty during this period, and we are confident we will continue to service you well during this period. We thank you again for your continued trust in us and wish you personally, your family and your colleagues all the best. We are available for you personally and as a company to support your business continuity.



Gurdeep Grewal

Chief Executive Officer at intive

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