

Addressing the current spread of Covid-19

e-integration GmbH | Esker EDI Services

As of 03/13/2020

Foreword

The further spread of the Covid-19 virus ("Corona virus") is now restricting parts of public life in Germany as well. With this document we would like to give you an overview of how we at e-integration GmbH | Esker EDI Services are dealing with the current situation, what precautions we are taking for the health of our employees, customers and business partners and what measures we are taking to ensure the ongoing operation. We at e-integration and the entire Esker Group are aware of our responsibility and role in the continuing economic life of our customers. We take our role as an enabler of business very seriously.

General measures

Esker worldwide and e-integration in Ratingen **have not currently implemented any general restrictions on their daily work**. Currently, there is **no increase in sick leave** at our Ratingen site.

The health of our employees and their families, our customers and business partners is the **top priority** for Esker and e-integration. The following measures have been taken:

- Our employees are required to observe **hygiene recommendations**.
- **Non-essential business trips** are to be **avoided**.
- **Appointments** are handled via **web or telephone conferences** whenever possible.
- **Internal events** are reduced to a **minimum**.
- **Business trips to risk areas** are **cancelled** as a precaution or **postponed indefinitely**.

There is a **Business Continuity Plan (BCP)** for the **entire Esker Group**, which applies to the Lyon headquarters as well as all sites.

Ensuring EDI operation and availability of the EDI Support

If the **offices** cannot be used due to **contamination** or one or more **employees** have to go into **home quarantine as a precautionary measure**, the employees are able to work from the **home office**:

- **All support employees** at the Ratingen site are **equipped with laptops**.
- The **personal laptop** is **taken home** at the end of the working day.
- The necessary **technical infrastructure is set up and tested** (VPN and remote desktop access for accessing internal systems, internet-based telephony and online meeting software for communication).
- The **operation of the EDI systems is secured** by the possibility of **full remote access** by the respective employees.

- The **ticket systems for incoming requests** as well as for the processing of operational messages are **completely accessible via internet**. This includes the **availability of the usual support e-mail address** (support@e-integration.de).
- The **telephone system is Voice-over-IP (VOIP)** based and can also be transparently **redirected to external telephones** if necessary. The **support phone (-101)** can thus be **reached as usual**.

Business in the other departments

The **same measures** were taken in the **consulting department** as for support (see above), so that the **necessary flexibility to maintain operations** is also provided here.

The employees from the **IT/Development** department can also **continue their work** from the **home office**. The **same** applies to the **other departments** (administration, sales, marketing).

Further information

If, contrary to all current assumptions, **operations at our Ratingen site are impaired**, we will **inform our customers and business partners** immediately of the **type and probable duration of the restriction**.

At present, we do not **anticipate that there will be any impact** of any kind on our operations. Individual sickness-related absences of employees, as may occur outside of a pandemic scenario, can be easily compensated by the other employees. If several employees are absent at the same time, a substitution concept takes effect, in which resources from the international Esker Group are also taken into account.

Contact persons

If you have any questions, feel free to reach out to one of the following contact persons:

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