

_betasystems



**Step-by-step plan :
Measures to deal with the corona virus**

"We care"

Status: 18 March 2020

We Care crisis team

In view of the spread of the novel corona virus, Beta Systems has set up a crisis team "We Care".

- 1.1 The core of the crisis team is the Management Board and the Chief Compliance Officer.
- 1.2 Extended crisis team: 1.1. and Director of Human Resources, Head of Communications.
- 1.3 Comprehensive crisis management team: 1.2 as well as top management level of the company.

In the event of closure of the German headquarters, a telephone conference of all members of crisis unit 1.3. will be held immediately on the same day.

Beta Systems distinguishes between three levels in dealing with the corona virus:

Level 1: Precautionary measures to protect employees

Level 2: Illness of employees' contact persons

Level 3: Illness of employees

Level 1:

Precautionary measures to protect employees

Employee information and continuous updating of the situation nationally and internationally

We continue to regard our offices as safe and healthy for our employees. Nevertheless, Beta Systems has already invested heavily in home office work opportunities in recent years. The Corporate Functions division has carried out a detailed review of the need per department for the requirements to maintain essential operational functions and has provided VPN connections in large numbers to enable as much home-based work as possible should the need arise.

Hygiene measures:

Employees were informed and requested to comply with the following hygiene rules:

- Basically, shaking hands should be avoided.
- Hand hygiene is crucial! Hands should be washed regularly with soap and the numerous disinfections available should be used.
- When coughing and sneezing, it is necessary to cover the mouth and nose.
- If someone feels ill or the typical signs of a corona virus infection appear (cough, cold, neck scratching and fever, some sufferers also suffer from diarrhoea), employees are requested to stay at home.

Employees can access e-mails from home via the Outlook Webmail client using a 2-factor authentication. Employees with a laptop take it home with them every evening until further notice. As a rule, these employees have the necessary access to all internal drives, VM Ware etc. required for a home office activity.

Customer support:

Via the Beta Systems Customer Portal, customers have the possibility to contact our customer support at any time. Via the portal, customers can send their inquiries to the support and always have an overview of the consulting status.

The Customer Portal is maintained around the clock, and support for critical cases is guaranteed. For urgent support cases, please also contact our support team by telephone. You will find the contacts under <https://customer.betasystems.com/support/contact> .

Business trips:

In order to keep the risk of infection with the corona virus as low as possible, business trips to the risk areas (see the Coronavirus disease (COVID-19) travel advice <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/travel-advice>) have been strictly prohibited since 5 March 2020. Exceptions that are necessary require the individual approval of the management board.

Employees have also been asked to postpone private trips to these areas. If trips to these regions are unavoidable, they are encouraged to work from home if possible for a period of 14 days after their return.

In addition, we have decided to postpone personal meetings with suppliers, customers and visitors who have been in these areas (i.e. the above-mentioned risk areas) in the last 14 days until further notice or alternatively to organize the meeting as a telephone conference call.

Internal business trips between the Beta Systems offices are generally prohibited. Exceptions must be approved individually by one of the two members of the Management Board. If possible, telephone, WebEx or video conferences should be used. It is important to avoid the risk of contagion between the locations.

External guests at the locations:

As a matter of principle, it should be avoided to invite further external guests (e.g. customers, suppliers) - especially if they are internationally active - to the company. The operational necessity should be discussed with the responsible contact person at Beta Systems.

Level 2:**In case of illness of contact persons of our employees with COVID-19:**

Beta Systems supports the goal of preventing the further spread of the corona virus as far as possible. Therefore, in case of illness of a contact person (professional or private) with whom they had direct personal contact, our employees will inform Beta Systems and will work in their home environment for 14 days (the maximum duration of the incubation period) and will not enter the Beta Systems buildings.

Employees may not enter the sites if there are reasonable grounds for suspicion or infection in the immediate vicinity of the employees. The person concerned may only enter the sites again once it has been ensured that there is no (or no longer) any risk of infection.

Level 3:

Confirmed illness of Beta Systems employees with the corona virus:

In case of illness of employees, Beta Systems follows the instructions of the local health authority.

Employees who themselves have symptoms of illness such as fever, muscle aches, cough, cold, diarrhea, avoid all unnecessary contacts in case of doubt and contact a doctor. It is forbidden to enter the sites if there are reasonable grounds for suspicion or infection. The affected person may only enter the sites again as soon as it has been ensured that there is no (further) danger of infection.

Events of any kind at the affected site will be stopped immediately:

- At the affected location, remote work is carried out as far as operationally possible.
- Other or further measures will be ordered if necessary when level 3 occurs.

Maintenance of the working capacity of the company:

Beta Systems has drawn up a list of employees and activities which, in the event of an officially ordered quarantine of the respective locations by means of a home office activity, ensure the ongoing operation of the company and the fulfilment of the support obligations towards the customers.

If a Prio 1 problem should arise at customers' sites, Beta Systems has ensured rapid mutual accessibility. Employees who do not have a company mobile phone have given a private phone number (ideally mobile phone) to our human resources department. Of course, this data will be treated confidentially and only used in an emergency.

Ongoing updating:

Beta Systems tracks the COVID 19 pages of the World Health Organization (WHO), including daily situation reports, travel advice and reactions to rumors and misinformation:
<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

Berlin, 18 March 2020