

Athens, 16/03/2020

Ref.: 1300 / 160320

Dear Sir or Madam,

As the COVID-19 epidemic continues to evolve, we would like to inform you that INTELLI Group has already activated a detailed plan in place to ensure the highest level of security, uptime, resiliency, and availability of our services. This is actually a part of INTELLI's Business Continuity program and a part of our commitment to our customers, thus being able to respond quickly to rapidly-evolving situations like this epidemic, while maintaining uninterrupted service.

In order to be more specific and provide more visibility regarding our plan, we would like to inform you that our company has taken immediate measures across our business to ensure complete service delivery and the health of our employees and community - from last Thursday 12/3/2020. These measures are related with:

Infrastructure resilience and reliability

To deliver 99.9%+ uptime, we already leverage different geographically diverse data-centers in Europe, to deliver our service. Our Network and Security Operation Centers are also managed from different geographically sites, ensuring complete resilience of our systems. This is actually a part of our Business Continuity plan to ensure that our core business functions are operational in the event of any potential disruption.

Workforce resilience and business continuity in different office locations – Remote Work

We activated and extended the Remote Work program on 12/3/2020 thus protecting our people and contributing to the national effort to slow down the spread of COVID-19 coronavirus in our country. The goal of this program is to allow 90% of our employees to work remotely.

Using the existing Business Continuity plan, we have ensured that even with long distance work, we continue to offer our customers exactly the same service and based on the agreed time-related and qualitative SLAs.

Keeping our operations running is critical to us. Having already adopted a mobility culture, Remote Work is part of our normal business operations. We currently leverage a range of best-of-breed technologies for secure collaboration such as Video Communication, Messaging and other critical cloud tools to deliver uninterrupted remote work for all employees. Out of an abundance of caution during COVID-19, we're supporting employees, regardless of office location, to do their work remotely but with the same secure way.

Health and safety for INTELLI Group employees and community

Our core values guide our operational principles and priorities in any crisis. We place the highest priority on the well-being, health and safety of our employees, customers, and visitors. Towards this direction we have implemented several measures to ensure the health and safety of our employees and the community, including

- Remote Work,
- suspending international travel,
- organizing internal meetings and customer events and gatherings only through Video Conferencing,

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- Improving health and hygiene across all office locations by maintaining sanitation supplies and encouraging an “if you are sick, stay home” mindset,
- conducting our New Hire orientation and candidate interviews virtually,
- keeping our office locations disinfected by using specialized facilities on a weekly basis,
- advising our employees to stay at home and reduce both their personal travel and meetings.

We deeply appreciate our cooperation with our existing customers and we are very committed in providing exact the same quality service and in parallel establishing and ensuring a safe functioning workplace environment for all employees and collaborating entities.

Please be assured that as INTELLI Group we are doing everything we can to help in this critical situation and we all remain at your disposal at any point if we can be doing more.

Kind Regards,

Panos Gialelis
Managing Director
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