

**BUSINESS CONTINUITY AND HEALTH AND SAFETY  
IN RESPONSE TO  
CORONAVIRUS COVID19 PANDEMIC**

**MARCH 16, 2020**

Dear Colleagues and Friends,

As the global coronavirus (COVID-19) pandemic continues to unfold, we wanted to share information about the steps TRAXYS has taken to protect the health and safety of our employees, their families and households, our clients and customers, suppliers, business partners and the wider communities we serve, while maintaining business continuity.

All operations across the group's 20 offices continue uninterrupted, and we remain committed to providing excellent service. We hope that you remain healthy during this period, and we are here to provide you with our service and support with any business, logistical or practical concerns you may have.

The health and wellbeing of our employees, their families and households, as well as our clients and customers, suppliers, and business partners, during this time are of paramount importance to us.

We have implemented many precautionary measures across our offices under our established comprehensive contingency plan.

Best Practices

- We actively monitor the emerging developments regarding the spread of the Coronavirus COVID19.
- We remain fully informed and updated with local, regional and state officials in the countries in which we operate to monitor the threats posed.
- TRAXYS follows all Centers for Disease Control and Prevention (CDC) and World Health Organization (WHO) recommendations and guidance regarding the Coronavirus, and implemented the CDC's travel recommendations. See [Travel Alert website](#).
- We are taking appropriate steps to protect against cyber-related frauds that take advantage of COVID-19 and other current and emerging threats.

Traxys draws upon its worldwide network of businesses, peers, professional organizations, legal counsel and external consultants to obtain the very latest in best practices.

Business Continuity

- Our business continuity plans ensure remote connectivity for employees.

- Each employee is suitably equipped, trained and familiar with the tools and resources to work remotely and without interruption, ensuring we continue to operate our business as usual.
- We intend to make and receive deliveries as well as to process payments and receipts as usual and with minimal disruption.
- All our major systems and databases have secure, remote access and operation.
- We have required our employees to leverage technology and conduct internal and external meetings virtually as much as possible.
- We have minimized in-person meetings and eliminated public events and conferences involving clients and external contacts, either postponing or converting to audio- or videoconferencing.
- We have temporarily closed offices in some countries, and developed remote access portals for those offices to ensure continuity of our business activities.

### Travel

- TRAXYS monitors and implements the latest travel and other directions from CDC and WHO.
- We have suspended all business travel to any Level 2 or 3 destination. See: [Travel Alert website](#).
- We have suspended all non-essential business travel, both domestic and international, including intra-company visits.
- Employees are on notice to immediately advise us of any travel or events that may impact our workplace; for example, personal travel and travel by household members.

### Command and Communications

- We have a global COVID19 senior management committee that reviews all developments on a daily basis.
- We have designated regional heads for each part of the world.
- We are committed to a global update to our employees and counterparties at least every 7 days, or as frequently as necessary.
- We are providing a designated COVID19 page on the TRAXYS Intranet site to provide regular updates to our employees.
- We have required our employees to confirm their emergency contact information is up to date.

## Workplace

- We have instructed employees *NOT* to come to work if they are unwell or have any flu-like symptoms, and strongly recommended those who have symptoms to isolate or quarantine themselves at home.
- We have instructed our employees *NOT* to come to the office unless their presence is essential.
- In line with employment best practices, our employees who are temporarily unable to work or quarantined (for whatever reason) will not be penalized or lose pay.
- We have restricted visitor access to Traxys offices worldwide, suspending all non-essential business visitors.

## Personal Hygiene & Cleanliness

- We have issued specific directions to all employees concerning best practices in hygiene and infection control (wash hands, hand gel, tissue disposal, etc.).
- We have cautioned employees to follow recommended practices including social distancing to minimize the potential for spreading the infection.
- We have advised our employees of all instances of flu-like symptoms experienced by any personnel or their household members and encouraged self-isolation wherever practicable.
- Cleaning protocols have been intensified in office and public spaces.
- Office inventories of hygiene and cleaning supplies have been upgraded and expanded; and distributed to employees where appropriate.

We will continue to closely monitor the situation and evaluate our measures to support our employees, colleagues and friends as necessary.

If you have any questions or concerns, please do not hesitate to contact your relationship person at TRAXYS.

This is an unprecedented time for everyone, and the situation is changing daily. We are committed to maintaining our business operations and ensuring you continue to receive the highest quality service without disruption.

Thank you for your continued trust in TRAXYS.