Novel coronavirus (COVID-19) – Preparatory measures of SIX
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The World Health Organization (WHO) declared on 30 January that the outbreak of novel coronavirus constitutes a Public Health Emergency of International Concern. In light of this and subsequent developments hitting headlines around the world, SIX has taken the following precautions:

Pandemic Organization
We have activated an internal company wide Pandemic Advisory Group to address the COVID-19 virus outbreak. This group coordinates all measures of our pandemic plan across the company and is in regular contact with the pandemic teams at all our locations worldwide. Should the spread of the coronavirus continue, SIX will integrate the pandemic organization into its own emergency and crisis management organization.
This enables SIX to better implement and maintain preventive measures to protect employees, customers and partners. These measures include internal communications, facility management, travel management, human resources, medical and hygiene procedures.

Current Activities
Since the outbreak was confirmed, we have been closely monitoring and ensuring the timely implementation of the recommendations and advice of the WHO, local government and relevant health authorities.
Once all recommended measures have been taken, SIX constantly and attentively monitors the development of the situation and consistently plans for all conceivable cases and scenarios. We do this in constant and full awareness of the importance of SIX for the financial industry, its clients and the entire economy. This requires a cautious approach on the one hand, but also a clear risk orientation and a profound assessment of the rapidly changing situation on the other. In doing so, we rely on official sources, recommendations, internal expertise and proportionate communication with all our stakeholders. The top priority of our actions is the health and safety of all SIX employees and the uninterrupted availability and reliability of our systems.
The supply chain of SIX is also of great importance in this regard. We clarify with our partners and suppliers which measures they are taking to protect their business activities.

“Split Operation”
SIX is a globally operating company with more than 20 locations worldwide. In order to ensure business-critical services, SIX has implemented a “split operation” for all business-critical functions at all locations worldwide from 9 March until further notice. “Split operation” means for example that of all business-critical teams, 50% of employees work in the office and 50% of employees work from home. For teams / functions working in “split operation” mode, as a rule, a rotation of at least 14-day applies, with one half working during this period from the "home office" and the other half

Sensitivity: Public
in the SIX office location. In accordance with the recommendations of the local authorities, employees at our Tokyo site are already working partly from home, and those in Milan are working entirely from home.

All of our services are provided in the usual quality and we are fully meeting our obligations to all our stakeholders. In this respect, no restrictions in our operations resulting from the outbreak of the coronavirus have been registered.

**Travel Restrictions**
SIX limits its employees' business travel to the absolute minimum. All travel plans are always reviewed for their risk potential and business sense. If business travel to areas defined as risk areas by official authorities is planned, such travel must be postponed or cancelled.

**Conduct of Meetings**
All internal and external events planned by SIX are cancelled until further notice. SIX has asked all employees to arrange meetings with the help of available technology in such a way that personal, physical contact is avoided or at least minimized. At the same time, SIX appeals to the common sense of all employees to manage the planning of activities in such a way that infection risks are eliminated wherever possible.

**Health and Hygiene Measures**
SIX has provided all employees with information on recommended hygiene practices. Links to the relevant national and global health authorities are available on an intranet site, so that all employees can obtain current and up-to-date information. SIX has increased the frequency of surface disinfection at all sites throughout the company, introduced temperature controls at several locations at building entrances and adapted access modalities. SIX has expanded its stock of protective material (hygiene masks, disinfectants).

**Keeping Employees Informed**
SIX regularly updates its own intranet homepage and keeps all employees informed about relevant developments and all measures taken. The information provided on this site is company internal and is not intended for external distribution. In addition, two group internal mailboxes have been set up for direct questions (one each for HR-related topics and for general topics concerning the outbreak of the coronavirus).

**Responding to requests from customers and partners**
Enquiries from external business contacts shall be answered by the usual counterparts at SIX (Sales, Customer Support, Customer Relations).