

## Information on Business Continuity of EEX

Dear Trading Participants,

In the light of the COVID-19 pandemic, EEX has taken comprehensive measures to ensure the stability of our business critical services to our customers. Our business continuity measures are in line with industry standards and regulatory requirements. Therefore, we are able to maintain all processes related to the organisation and operation of EEX markets.

### Operational Availability

EEX Market Operations is currently working from several office locations. We are able to work fully remotely as well. You can reach us via our usual contact details, including phone numbers and e-mail addresses. Solely the contact option via Reuters Eikon Messenger cannot be continued until further notice. Please contact us via phone or e-mail instead. Additionally, for general information and non-urgent requests your Key Account Manager will be available via the usual channels.

EEX expects that all trading participants and back-office staff remain available via their e-mail addresses and phone numbers communicated to EEX. Should there be changes in contact details due to work being conducted from home or elsewhere, EEX asks everyone to update their details as soon as possible.

## Handling of Forms and Documents

Due to the fact that the vast majority of EEX colleagues have been sent to work from home, EEX has decided the following procedure for the handling of forms and documents for the time being:

### Client correspondence towards EEX/ECC

- Acceptance of filled-in and duly signed forms as scan or alternatively
- Acceptance of filled-in forms that are not signed. These have to be e-mailed to EEX with known contacts of the respective company that are authorized to sign according to the current signature schedule communicated to EEX and ECC in copy of the message sent to [MemberReadiness@ecc.de](mailto:MemberReadiness@ecc.de).
- In addition the Central Coordinator for all EEX business has to be copied in each message related to EEX admissions as usual.

### ECC/EEX correspondence towards clients

ECC and EEX will send out electronic/scanned confirmations of new admissions, changes, deletions and suspensions. These are valid without signature. Originals will be provided after the pandemic crisis has subsided.

We kindly ask you to refrain from sending documents via regular mail or courier for the time being. Delays in processing of these documents are inevitable. Please use the known communication channels via e-mail instead and hand-in the original documents upon request by EEX or ECC.

Should you need to send an invoice to EEX, please send an e-mail to [incominginvoices@eex.com](mailto:incominginvoices@eex.com). Please do not send paper invoices to avoid payment delays.

Thank you for your understanding and support. We aim to respond to your requests as promptly as possible.

Please do not hesitate to contact EEX Market Operations if you have any further questions.

Yours sincerely,  
EEX Market Operations

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