

Covid-19 virus: Coface is supporting business continuity during the pandemic

As the COVID-19 novel coronavirus pandemic continues, Coface has deployed preventive and organisational measures necessary to guarantee both business continuity and the safety of our employees.

- We have implemented **security and preventive measures** in line with the recommendations of the World Health Organization and local health authorities.
- Our largest operating entity (in France) is now working remotely and the switch has been successful
- We are using the experience of the various Coface entities, notably those that entered earlier in containment like in **Asia** or **Italy**, to reinforce our resilience and adapt our continuity procedures.
- We are **closely monitoring** the situation as it develops, and are adopting appropriate measures based on the evolution.

Overall supervision is conducted by a dedicated crisis team, which gives daily reports to Coface's Management Committee in order to coordinate the actions to implement.

We have adapted our way of working to ensure safety and quality of service through key containment measures implemented within Coface. So far, we have managed to ensure business continuity and are maintaining service as normal. The majority of our collaborators are now working remotely.

Our Business Continuity Plan has been revised and adjusted, and is ready to be activated if the situation requires.

It is important to remember that our risk management systems rely on global and centralized applications with largely decentralised and flexible decision making processes, with a multi-hub organisation. This allows us to remain resilient and deal with any potential failures in our network.

Coface is managing its risks with a dynamic and targeted approach. We will endeavour to make underwriting decisions on a case-by-case basis. We will continue to work closely with our clients and partners, and coordinate our responses with you accordingly.

Our Commercial and Risk Underwriting departments are committed to helping you through this crisis, and will update you on our monitoring actions and the economic situation as they develop.

If you need any additional information, please get in touch with your Coface contact by the normal means. For any other areas in which we can be of help to you, we remain at your disposal.

Zdroj: on-line COFACE, <http://www.coface.cz/> 20.3.2020