

Business Resiliency Plan.

How Integral is responding to Coronavirus (COVID-19).

March 30, 2020.

Integral wants to be transparent in how as a business it is responding to the outbreak of COVID-19.

The safety and health of our employees, customers, partners and the wider community we serve is our highest priority. Everyone at Integral is focused on enabling our customers to be as productive as possible during this time. We intend to share information with you about how we continue to operate safely and effectively and to ensure that there is no disruption in service.

With immediate effect, Integral has implemented the following Business Resiliency Plan. Information will be reviewed regularly and updated to reflect any fundamental changes to our plan.

We are monitoring information from the Centers for Disease Control and Prevention (CDC) and federal, state and local agencies to help ensure the actions we're taking are in line with the latest CDC recommendations and guidance.

Service Continuity

With many people now working remotely, Integral would like to assure customers it stands ready to help them efficiently run their FX operations in any way it can.

As a cloud technology provider, Integral services can be accessed and used wherever and whenever needed. We remain fully operational and continue to monitor our multi-tenant cloud technology from locations around the world. We will continue to review service continuity and disaster recovery plans in line with our standard business practices.

Business Support

During this time, we ask that you use the general Business Support lines listed below to contact our Business Support employees, rather than their direct phone line. This will assist us in managing the volume of calls. Business Support employees will have access to all applications and will be able to monitor and manage trades. Other Integral contacts can be reached by mobile phone or email.

UK/Europe: +44.203.514.2439
North America: +1.212.252.2243
Asia: +65.31.58.0800
Email: support@integral.com

Employee Travel

All company related travel (domestic and international) is currently cancelled until further notice. We will continually assess the situation and will update our travel policy as needed.

Working Remotely

All Integral employees in affected areas are now working remotely. Clients can reach Integral employees either by email or calling their mobile phones.

Integral employees will continue to work as effectively as if they were in the office. Meetings are being held using video conferencing and employees will continue to communicate through email, mobile phone and various instant messaging applications.

Events

Integral has taken the decision to cancel or postpone its participation at conferences and tradeshows until further notice. We will continually assess the situation and will update our events policy as needed.

Visiting Integral Offices

For anyone planning to visit an Integral office, we encourage you to first contact your host at Integral to confirm your visit or postpone it. In regions with a high or medium risk of infection, we encourage you to organise a virtual meeting via phone or video conference.
