

In this period of **major crisis**, SYSTEL is implementing government directives to **protect its employees and keep the business going**.

**Our meaningful mission** is to improve **the operational and technical efficiency of the emergency services**. In this **unprecedented situation**, which is putting the entire rescue chain to the test, the company has made **exceptional decisions** to **support its customers and partners** in order to support them in the **operational continuity** of their system.

## Business Continuity Plan and Reinforcement of 24/7 assistance

SYSTEL is offering **24/7 assistance to all of its customers** for a period of 30 days. It is important for us to **participate in national solidarity and act** so that our command & control system S.T.A.R.T. ensures its **nominal operation**. The company activated its **Business Continuity Plan** which includes the following measures:

- Priority to the **Maintenance in Operational Conditions** of all our customers in production,
- The **mobilisation of human and technical resources**,
- The **protection of our employees** by the massive expansion of remote working in order to guarantee the company the ability to act.

All our customers were contacted to review their systems and the **priority actions** to be carried out if required.

**Remote working** was generalised to the majority of SYSTEL staff. Technical adaptations were made to **enable all employees to work from home in good conditions** (increase in the number of VPN accesses, setting up of an internal telephone support line, preparation of shared virtual room,...).

**Resources that have a critical function** in carrying out our missions have been identified and measures are being implemented to ensure that their knowledge is shared and used.

