COVID 19 - Contingency Plan

In the context of the current public health situation (the New Coronavirus Pandemic) ISQ implemented this contingency plan according to the indications of the Portuguese Health Authority (DGS) and other entities, in order to preserve and defend the interests of employees, partners, customers and suppliers:

• Employees who work at ISQ facilities or who have returned from abroad, are allowed remote work, for a period no less than two weeks.

• ISQ employees who perform functions that are carried out on the customers premises and abroad are properly protected (in line with DGS) and comply with the practices in use at their facilities.

• Isolation spaces are available in all ISQ offices for employees who present symptoms of possible infection with coronavirus, in order to avoid the spread of the disease to the company community.

• During this pandemic period, ISQ reduced and /or is suggesting other dates for the visit to its facilities by customers, business partners or others. At this stage, work contacts are preferably made by telephone or videoconference replacing face-to-face meetings.

• Air travel is not recommended, especially for Europe and Asia.

• ISQ has appointed a Contingency and Activity Continuation Manager, who will coordinate safety of employees with the Portuguese Health Authorities, being the focal point between the various areas of ISQ.

• Cleaning and disinfection of all buildings was intensified. All buildings have been supplied with disinfectant gel and hospital masks.

• All ISQ’s internal channels have information to support the identification of symptoms of COVID-19, as well as information on preventive measures and other practices defined by DGS.

To this date, ISQ has not identified any cases of contagion and will continue to act with rigour, following the situation evolution and communicating new measures that may be adopted in order to defend and protect employees, partners, customers and suppliers.