

## Information on Business Continuity of ECC

### Summary

In the light of the COVID-19 pandemic, ECC has taken comprehensive measures to ensure the stability of business critical services to all customers and partners. We have extensive Business Continuity Plans in place to ensure the ongoing operations of our business in line with industry standards and regulatory requirements. Our clearing house continues to operate normally providing secure risk management. This circular aims to provide further information on our operational availability and the handling of forms and documents.

### Contact

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Clearing & Settlement  
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## Operational Availability

ECC's operational teams are currently working from several office locations. We are able to work fully remotely as well. However, you can reach us via our usual contact details, including phone numbers and e-mail addresses.

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

## Handling of Forms and Documents

To facilitate remote working, ECC has decided to implement the following procedure for the handling of forms and documents for the time being:

### Correspondence towards ECC/EEX

- Acceptance of filled-in and duly signed forms as scan or
- Acceptance of filled-in forms that are not signed. These have to be e-mailed to ECC with known contacts of the respective company that are authorized to sign according to the current signature schedule communicated to ECC and EEX 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.

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 ECC or EEX.

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

### 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.

Thank you for your understanding and support. Please do not hesitate to contact us if you have any further questions. We aim to respond to your requests as promptly as possible.