



## COVID-19

Dear customer,

As a company with customers and extensive network operations across Asia, Europe and the USA, we are seeing first-hand the tremendous difficulties being faced by the international community due to the COVID-19 outbreak. On a personal level it is heart breaking to witness the effects of the outbreak on our employees, partners and customers, many of whom we call our friends, let alone the impact on the wider global community.

With that in mind, we at RETN have initiated our full contingency plans to sustain operations and protect our staff and their families during the outbreak.

- **How is RETN ensuring continuity of operations and services?**

We are monitoring the situation on a daily basis in all territories covered by our network. We have simulated for several possible scenarios and have ensured all preparatory works have taken place to allow us to trigger specific plans as and when necessary, mitigating and minimising negative impacts and keeping the risk of disruption to a low level.

Here are the main measures we have taken so far to minimize operational disruption:

- **STAFF:** At RETN we are 100% clear that our biggest asset is our staff. Keeping them safe keeps RETN safe and ensures customer services stay up and running. We have facilitated remote working for RETN staff wherever possible, over 95% of our office-based staff are now working from home. Our teams are well-equipped to support the continuity of your business;
- **NETWORK:** We have ceased all non-essential network works to minimise the risk of unintended service interruptions and we have built up a larger than usual stock of hardware spares over the last 6 weeks to ensure we have everything required in the event of a failure;
- **MONITORING:** We have 2 full time NOCs which are geographically separated. Our 2 fail over NOC facilities in 2 further separated territories are also prepared and ready to be manned, should the need arise;
- **DAILY RE-EVALUATIONS:** Our senior management team assesses the situation on a daily basis and holds open communication with local authorities about emergency access.

- **What is RETN's commitment to prevent the virus spread?**

We have introduced several corporate restrictions and policies to reduce chances of the spread of infection:

- Restriction of staff movement and working from home policy. Our Asian staff have been under restricted movement since 1/2/20 and these measures were recently extended to all staff. The measures are currently effective until 30/04/2020 although the senior management team have ensured RETN is willing and able to extend this period as long as may be required;
- Restriction of access to RETN premises, including RETN Data Centres by non-RETN employees. Customers are being provided with free remote hand services at RETN owned Data Centres in the absence of access. In the event any of our 3rd party Data Centre providers offer this benefit to us, we will pass it on to our customers.

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**ISO 27001:2013**

- **Is the RETN Network ready to handle changing traffic patterns?**

The RETN Eurasian Network infrastructure provides a significant level of redundancy across its extensive geographical coverage. Like many other data networks, we have recently observed a major increase in traffic flows as more people work and socialise at home. Over 2018 and 2019 we invested heavily in our backbone network and consequently can accommodate further traffic increases of 200-300% on most routes. The architecture of our network also allows for remote bandwidth increases, minimising the need for staff travel. We have increased our stock of all spares, line cards and modules which are being held at local sites across the network for easy availability if required. We believe these preparations will allow us to maintain the network and deliver new installations in our usual delivery time frames for the foreseeable future.

- **Is there something RETN can do to help your business?**

More than ever before we are committed to supporting you throughout this difficult period. All our communication channels are open. Talk to us and we will find the best way to help your business out in this challenging new reality.

We wish you, your family and your colleagues the very best of health.

Best Regards,

Dmitry Samarin,  
CEO at RETN