Intelsat's COVID-19 Response Measures

Intelsat's CEO Stephen Spengler observed that the COVID-19 pandemic is having an unprecedented impact on people and businesses around the world.

The entire Intelsat team continues to keep its customers and partners supported, informed and connected. Most Intelsat employees are presently working remotely, thanks to the company's digital-collaboration tools and remote-operations applications. These tools make it possible to continue supporting Intelsat's customers, responding to their evolving needs through this crisis, and driving innovations forward, while staying healthy and safe. When the COVID-19 pandemic began to escalate, Intelsat's was able to quickly implement these tools to support business continuity.

On the operations front, the company's teams rapidly executed pandemic-specific preparedness plans. There have been no disruptions to Intelsat's global operations and, in turn, to the mission-critical services Intelsat's customers provide to their customers and millions of people around the world.

Like many organizations, Intelsat has taken numerous steps to protect the health and safety of its employees and prevent any disruption to its customers' operations. Some of those steps include:

·   Establishing a COVID-19 Task Force, which meets daily, to ensure business continuity and preventative safety measures are in place and working effectively. This task force includes Intelsat's medical staff.
·   Activating the Intelsat Emergency Broadcast System to keep the company's employees informed of the most up-to-date health, business and operations information while they telework.
·   Conducting a comprehensive test of remote-work capabilities and implementing work-from-home policies for all non-essential employees. - This included verifying that all employees who support Intelsat's 24/7 Network Operations Center and other critical customer-support functions have the proper remote-work applications and required broadband connectivity in place.
·   Simulating Intelsat Business Continuity Plans and testing its default service-transfer plans. This would be triggered in the event of a mandated facility closure.
·   Temporarily suspending all business travel.
·   Restricting access to operations facilities by everyone except essential employees.

Intelsat remains focused on ensuring that these measures are followed to their conclusion during the period of this pandemic.