



COVID-19

OUR SERVICE CONTINUITY UPDATE NO. 2

Clients and Friends,

Time is passing so quickly, markets are moving even faster and we remain very much in the eye of the COVID-19 storm. We know the impact this crisis is having on people all over the world and we really hope you, your families and your colleagues are staying safe over this period.

Our actions in ILIM remain focused on our main priorities - our clients, customers, colleagues and suppliers. It is important that, where we can, we take proactive action to reduce the stress and worries on people. I want to give you an update on how we continue to ensure we create a safe working environment for our people, while maintaining our service to you and hopefully, reducing some of those concerns you may have at this time.

OUR PEOPLE

- We have over 98% of colleagues in ILIM working from home for over a week now and this will go to 100% over coming days
- We have also identified the critical people within the organisation who will have access to the workplace, as a contingency should we encounter any business continuity issues while working from home. We think this is very important to ensure continuity of service, should this period of mobile working continue over the medium term

CONTINUITY OF SERVICE

- Our Incident Management, Business Continuity and Senior Leadership Teams continue to meet on a daily basis to ensure we maintain our strong corporate response to this evolving situation
- We are very proud of our colleagues across the group that have enabled us to deliver all critical day-to-day services to our clients
- While this new normal in terms of working remotely has led to longer days for everybody, we have also been able to deliver the usual day-to-day services our clients expect from us - to such an extent that we hope you notice very little disruption to our service

STAYING CONNECTED

- We will continue to run a series of Webinars on a weekly basis to stay in touch, our market updates, etc. and together this will help keep you informed
- We are also attending all client meetings, utilising all the technology we have in the organisation to make sure we stay connected in a manner that meets your needs.

I understand this is a time of great concern for you and your families. I've said it before, but throughout this process our goal has been to have our people working in the safest environment we can create, while also providing you with confidence in our service.

Please contact me if you think there is more we can do for you or improvements we can make to our service that will make your lives easier, at this difficult time. Our thoughts and support remains with those affected and the front line medical personnel working hard to contain the virus.

Take care and stay safe

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