



COVID-19

OUR SERVICE CONTINUITY UPDATE NO. 3

Clients and Friends,

Our collective efforts to #flattenthecurve remain a key focus for all of us and we are all hopeful that we are beginning to see some positive results from these actions.

We want to take this opportunity to thank you, our clients, and all our partners for your continued support and engagement during this period and also reassure you that we remain vigilant, continuing to focus all our efforts on maintaining the quality of our service to you. Please let me know if you need anything extra during this time and the team here in ILIM will continue to work to meet your needs.

STAYING CONNECTED

- We continue our series of Webinars on a weekly basis to stay in touch and we have now added podcasts to our communication options. We want to keep you informed and if you are not receiving invitations or these communications, please contact me.
- We are also attending all client meetings and 1-2-1 market update requirements, utilising all the technology we have in the organisation to make sure we stay connected in a manner that meets your needs.

We know the impact this crisis is still 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 – and our BCP is working well. We remain confident in our ability to continue to service your needs as this uncertain period develops.

Please contact me if we can change anything to improve our service and make your life 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.

Have a good weekend, take care and stay safe

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