

Covid -19 Update

24 September 2021



OUR SERVICE CONTINUITY UPDATE NO. 8

Clients and Friends,

I know it's hard to believe that it's almost 18 months since our first update, but hopefully you have found that your confidence in us and our Service Continuity plans have paid off over this period. Our team work tirelessly to ensure we maintain our market leading position in terms of service and investment outcomes, and we want to thank you for your continued support as we develop new engagement models, extended services and innovative solutions for your schemes and your members.

The vaccination rollout is making great progress and we can see light at the end of the tunnel, with society and the economy reopening. At ILIM, we are cautiously optimistic about the next phases of Ireland's Covid response and ready to respond to your needs and preferences in these subsequent phases.

I would like to outline below some options available to you, to make sure we stay connected in a safe, prudent and effective fashion.

Our team are available to meet in person, as and when it is needed or required. We are keen to mix the technology solutions we have developed with face-to-face meetings, while respecting client and individual preferences.

As the government has outlined, the next phase will be one of personal responsibility. Our goal is to understand your preferences and respond accordingly while also respecting the preferences of our own staff. To this end, we encourage staff to actively consider the environment and circumstances of all physical meetings so as to enable informed decisions with you and your advisers.

STAYING CONNECTED

- Our September Webinar was very well received, following the launch of our Task Force on Climate Related Disclosures (TCFD) report. Our practice of developing short, impactful market updates online, together with educational and thought leadership webinars will continue throughout the remainder of the year and beyond. We are also delighted to host our Investment Conference in November covering a wide range of topics such as Sustainability, Post Retirement, Property Investing and Regulatory Environment for our investors. Watch out for the save the date email in coming weeks.
- **Staying connected with you:**
 - **Online:** We will continue to utilise all the different technology platforms which have been so important to remaining connected and retain regular contact over the last 18 months.
 - **Face-2-Face:** With the re-opening of our economy, and where appropriate or required, we are keen to meet with you in a safe environment. Whether this is outdoors or indoors, we will continue to respect government guidelines and the principles of personal responsibility to protect you, your colleagues and our staff. We also appreciate that many of us have vulnerable family, friends and work colleagues and for many other good reasons will not be comfortable with physical proximity at

this point. We will always respect this and ask for your assistance in developing our understanding of your preferences.

- **Trustee Meetings:** For the initial re-opening phases (at least) we expect most Trustee Boards will continue to utilise technology to host Board meetings. However, from time to time these meetings may not be logistically possible to hold online and therefore we can and will attend larger Trustee Meetings or gatherings, but only where appropriate health guidelines are met and with prior approval of our Managing Director.

Our actions in ILIM will continue to be focused on our main priorities - our clients, their investments, our colleagues and our suppliers. Our Return-To-Office plan is to facilitate a slow, carefully thought out, gradual return from October.

I understand we are in regular contact with you, but please take this opportunity to contact me or any of my colleagues if you have any concern or would like to meet in person. Take care and we look forward to seeing you soon,

Colin



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