



March 13, 2020

Dear Valued Client:

ISS is closely monitoring the rapidly evolving situation with COVID-19, including guidance issued by the World Health Organization and national and local health authorities.

ISS maintains and regularly tests our Business Continuity Plans (BCP) across our global offices. We are prepared to enact our BCP in locations as and when it becomes necessary. Daily calls to monitor developments across our global offices are now underway. ISS continues to explore, test, and act on other concepts that would increase our resiliency even further, both with regard to people and IT systems.

The vast majority of our staff across jurisdictions are equipped to perform their daily tasks remotely or shift responsibilities to locations that remain unaffected.

We are committed to the health and safety of our employees and those with whom we work while working to ensure continuity in the provision of our products and services to our clients. If you would like more information on our BCP, please contact a member of our client liaison team.

We appreciate your business and continued support and stand ready to assist our clients during this difficult period. Please do not hesitate to contact us directly if you have any questions or concerns.

Thank you and best regards,

A handwritten signature in black ink, appearing to read "Gary Retelny", written over a horizontal line.

Gary Retelny
President & CEO