

PENSON COVID-19 STATEMENT

This statement details PENSON's response to the Covid-19 outbreak. We recognise that this is primarily a public health issue and that a co-ordinated national response is key to its effective management.

As this event is unprecedented for everyone, the situation day by day is changing, but we remain committed to maintaining our business operations for our clients, as well as for our own staff. We continue to follow authority guidance as soon as it becomes available. We are monitoring this guidance daily and reviewing our plans accordingly.

CLIENTS

We want to reassure our clients and all those we work with that it is business as usual for PENSON and we are continuing to work remotely to our normal hours of 9am – 5:30pm. We have business infrastructure in place for our IT systems and our teams remain 'all hands-on deck' to deliver all deadlines as per normal.

Please be assured that timescales for any live projects have not changed.

In the unlikely event that we experience any delays that may impact your project, your project lead will inform you as soon as possible and keep you up to date with any developments.

STAFF

We're constantly reviewing government guidance and have implemented changes to limit any potential contact to an absolute minimum. Any of our team members who show even mild signs of flu-like symptoms have been advised to follow the government advice surrounding medical care and self-isolation, and we're ensuring that team members are fully supported during this time.

We are closely monitoring the situation and should our position change, we will notify our contacts as soon as possible.

CONTACT

In the meantime, our team are available via email, phone **+44 (0)207 403 8047** or **+44 (0)785 249 5844**, or video call, but our studios are closed.

The situation is continuously changing, and we appreciate your flexibility and understanding during these challenging times. Whilst we might not meet in person over the coming weeks, we're looking forward to continuing to work with you on current and future projects.

Our thoughts and prayers continue to be with the many people that have been touched by this virus.