



---

**Marty Flanagan**  
President & CEO



**Meeting client needs during the COVID-19 situation**  
Message from President & CEO Marty Flanagan

To Our Valued Clients:

Invesco is committed to helping our employees, our clients and our communities navigate the challenges presented by the rapid spread of COVID-19.

We want to share with you the steps we are taking in response to COVID-19, which is driving tremendous volatility in the markets and presenting unique challenges to businesses across the globe. The primary focus of our efforts is to ensure Invesco continues to meet our clients' varied needs, ensure the safety of our employees and maintain strong operational and technological systems at the highest levels. As always, we're focused on helping our clients achieve their investment objectives through disciplined long-term investing.

**Internal coordination and response**

As a global firm, we've been responding to the coronavirus since December, when it was first reported in Asia Pacific. Our response in the region included the relocation of a regional trading center, restrictions on employee travel to and from the region and remote working for the vast majority of our Asia Pacific-based employees.

As the virus spread to other parts of the globe, cross-functional teams in each region (Americas, Asia Pacific and EMEA) have been monitoring the situation closely. These teams – which include representatives from Distribution, Portfolio Management, Trading, Technology, Operations, Human Resources, Business Continuity, Compliance and other areas – are consulting guidance from the Centers for Disease Control, World Health Organization and local health officials, and taking steps to ensure our preparedness during a highly fluid situation.

### **Meeting client needs**

We understand the importance of managing our clients' assets, particularly during times of market volatility. To help ensure we can continue to meet client needs, a significant portion of our global employees are working remotely, working at alternate sites or operating in split shifts. Our portfolio managers, research analysts and traders are successfully working remotely or in secure locations with access to all systems necessary to do their jobs and an ability to connect with their teams in managing your assets. Additionally, our client reporting and operational teams that provide information on your portfolios have been preparing for some time to work remotely with a number of them already in a work from home status. They have established a daily standup call with all key stakeholders to ensure timely coordination and early identification of issues. This thoughtful, coordinated approach for those key professionals managing and reporting on your assets protects essential in-office staff and helps ensure our ability to continue meeting client needs and running our business.

### **Ensuring the safety of our employees**

We have moved swiftly to ensure the continued health and safety of our employees throughout the globe. To minimize the potential for the spread of the virus among our employees, Invesco has:

- Provided employees detailed guidelines regarding travel restrictions, social distancing, meetings and working remotely.
- Prohibited international and domestic travel for business unless approved by the firm's most senior leaders.
- Prohibited outside visitors in any Invesco office unless approved by the firm's most senior leaders.
- Provided employees additional sick days and safe leave emergency days to use for specific coronavirus issues (self-isolation, caring for family members, etc.).
- Instituted enhanced cleaning in all our locations.
- Established detailed protocols for dealing with close contact or potential employee infection issues.

### **Ensuring strong operational and technology systems**

As it relates to our operating and technology environment, we are taking key steps to ensure continued operations across our global business:

- Prioritizing client needs in all our business continuity and technology planning and execution.

- Isolating and securing key teams and functions to mitigate the risk of infection and ensure their continued ability to meet client and business needs.
- Stress-testing our systems and preparing the organization for “work from home” status ahead of any potential office closures, leveraging our experience in Asia Pacific. Our systems preparation gives us confidence that we can function effectively and efficiently during this period of uncertainty.

Our more than 8,500 professionals across the globe remain committed to taking actions that are in the best interests of our clients and that will help ensure our ability to run our business as the virus situation resolves over time. As importantly, we have forums in place for our investment professionals across the globe to share information, insights and ideas to help them manage client assets in a volatile market.

Your key relationship manager, as always, is here to help you, and we have robust digital capabilities in place to support your needs. Invesco is a strong, financially secure firm that is well-positioned to support our clients through this period of market volatility and uncertainty.

Thank you for entrusting Invesco to manage your investments, and we look forward to continuing to serve your investment needs. As always, we remain focused on helping our clients achieve their investment objectives through disciplined long-term investing. Please be assured that we are highly focused on ensuring the health and safety of our employees, preserving our ability to serve clients and managing their assets as the situation evolves.

Sincerely,

A handwritten signature in black ink, appearing to read 'Marty Flanagan', written in a cursive style.

**Marty Flanagan**  
President & CEO