



Coronavirus Update

March 9, 2020

With Coronavirus (COVID-19) news on the top of everyone's mind, please know that we are monitoring the situation and identifying the best practices that are applicable in the management of your assets at Lincluden Investment Management.

The virus is still in the early stages of what public health experts have indicated will likely become a more widespread problem and we want you to know that we are taking all necessary precautions to promote a safe and healthy environment at Lincluden.

While we see no current reason for extraordinary measures, we will continue to monitor developments closely and act in what we believe to be in your best interest and our team at Lincluden. We have advised our team to continue taking care of their own health and protecting others, have restricted all international business travel, have all employees with any travel outside North America to voluntarily quarantine and as well, any employee who is not feeling well or with an abnormal body temperature to refrain from coming to work.

We are closely monitoring all developments and will follow the guidance of public health authorities regarding any future actions that might be needed.

We have routinely-tested, comprehensive business continuity plans to support our business functions. We have taken prudent steps across our business segments to ensure successful continuity in our office. This includes implementing safety precautions such as work-from-home or work dispersion and replacing some of our in person meetings with digital experiences.

We are consistently available to handle day-to-day needs and are supported by a team to ensure continuity of coverage, reporting consistency and delivery of service.

Technology and reporting capabilities are an important component of our client service model. Tools including e-mail, data and analytics are pivotally important and are managed in a secure and redundant environment.

We will continue to assess our business continuity plans to ensure the most recently approved strategies are current and actionable in meeting your needs and all of your clients. Our internal teams regularly exercise and model scenarios in order to best prepare for multiple contingencies.

Please do not hesitate to contact us with any questions.

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