Dear Valued Customer,

I want to share details about the steps we’re taking to address the coronavirus situation and to explain how we’ll continue to support you as we move forward.

Since January, our senior leadership team has been actively managing our response to COVID-19, through a Global Steering Committee that meets daily.

The health of our 23,000 people around the globe is our top priority. To minimize their risk of exposure to COVID-19, we have:

- Suspended virtually all business travel through the end of March;
- Instituted a mandatory work-from-home policy in high-risk locations in Europe and Asia and encouraged employees in certain densely populated metro areas of the U.S. to work from home; and
- Enhanced the cleaning of our offices everywhere.

In addition to the steps we’ve taken to protect the well-being of our people, we have been reviewing our business continuity plans to ensure our operations continue to run smoothly. This includes making sure we have contingencies in place to deal with any potential disruptions throughout the markets and with our critical partners. We remain confident in our ability to deliver our products and services uninterrupted.

Our people remain available to you just as in any other time, even if in-person meetings aren’t always possible.

We also know that many customers and market participants are very interested in the impact COVID-19 is having on economies and financial and commodity markets. Our analysts, economists, reporters and researchers are covering the developments, and we have published their research on our website.

We appreciate your ongoing partnership and we want you to know we are working to deliver the same level of service as always. Please contact our commercial teams directly if you have questions or want further information about how we’re managing through COVID-19.

Sincerely yours,

Douglas L. Peterson
President and Chief Executive Officer
S&P Global