

S&P Global
55 Water Street
New York, NY 10041

02 April 2020

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 April 2020;
- Instituted a mandatory work-from-home policy in high-risk locations;
- Placed restrictions on face-to-face meetings (internally and externally) in high-risk locations;
- Enhanced the cleaning of our offices everywhere;
- Provision of face masks in high-risk locations and hand sanitizer at all offices globally; and
- Made medical advice, from a group of physicians with specific experience in viral outbreaks, available to all interested employees.

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.

At S&P Global, we are committed to supporting relief efforts to aid our global community. The S&P Global Foundation, our charitable giving arm, is responding in a variety of ways. We recently announced that the Foundation has allocated an initial \$2 million in funds to support the COVID-19 response efforts to support small businesses, help the hungry, provide medical supplies and meet other critical needs. In addition, we are working with our global partners to determine the best ways to aid them as they adapt to the situation, and we're supporting our people and communities through our Disaster Matching Gift Program and virtual volunteering opportunities.

Sincerely yours,



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

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