

Dear Valued Client,

As the spread of COVID-19 continues to be an urgent issue across the world, Refinitiv and Refinitiv Benchmark Services (UK) Ltd (“RBSL”) are committed to ensuring continuity of service for its benchmarks and indices. We appreciate how critical our systems and services are to you, which is why we are closely monitoring the situation and taking steps we need to stay resilient and keep you trading.

We have also invested strongly in our business continuity and resilience measures. We have control measures in place including business critical only travel restrictions. Refinitiv has well-established remote working capabilities which enable our employees to do their work and support our customers from anywhere in the world.

Please see below a set of FAQs that we hope will help you in your preparations for dealing with the ongoing COVID-19 outbreak.

Shirley Barrow  
Head of Benchmarks & Indices.

## **COVID-19**

This document provides information on Refinitiv Ltd and Refinitiv Benchmark Services (UK) Ltd (“RBSL”) (collectively, “Refinitiv”) policies and procedures regarding COVID-19.

Refinitiv is treating the COVID-19 with paramount importance – in addition to a specific EIKON app with real-time data for the public, we have an internal site for staff which outlines general BCP, VPN access, work from home (WFH) protocols, travel precautions, and preventative advice. This site is updated regularly with firmwide instructions for all employees.

Refinitiv continues to monitor the COVID-19 outbreak situation and its impact across all the geographies where we operate as part of our comprehensive business continuity plan. Refinitiv has well-established remote working capabilities which enable our employees to do their work and support customers from anywhere in the world.

### **Administration Services**

#### **What is Refinitiv doing in regards to administration in response to COVID-19?**

RBSL will continue to administer benchmarks and indices under the applicable articles of the EU BMR and UK Regulations whilst Refinitiv will continue its alignment to the IOSCO Principles to ensure the integrity of financial markets and provide regulated financial benchmarks and indices content.

#### **To what degree will you continue to enforce your Contributor Code of Conduct and operational procedures during this time?**

Full adherence to the relevant Code and operational procedures is required at all times. Contributors must ensure that they have appropriate systems, controls and procedures in place to enable compliance with these policies and documents.

### **Contribution processes and connectivity**

#### **Who should I contact if I have connectivity or any other issues?**

Please always contact your relationship manager in the first instance and ensure that you have their contact details readily available in case your users are required to work remotely.

#### **What actions should I be taking to ensure I can continue to contribute to Refinitiv?**

Make sure you have contingency plans in place to allow your staff to work from remote or back-up locations.

This includes ensuring that staff can log into necessary Refinitiv applications.

#### **How do I contribute to Refinitiv if I have an issue?**

Provided contribution contingency documents should be referred to for guidance.

### **System capacity and business continuity**

#### **Has recent volatility in the markets raised any concerns around your system capacity?**

No. Refinitiv closely monitors system capacity to ensure continuity of service during periods of high market volatility and is confident that they can handle current or higher message flows.

Our systems are all regularly (at least annually) stress tested to ensure they can handle large spikes in message flow.

#### **Do you have plans in place to fail over to alternative sites if COVID-19 closes a major office or data center?**

Yes, all our key locations are taking pro-active steps to ensure that they are ready for a prolonged period of flexible working and full-service resilience, even in countries where no cases of COVID-19 have been confirmed so far. We continue to monitor and adjust our travel and meeting policies in accordance with the latest guidance from the WHO, CDC, ISOS and Johns Hopkins University. The systems that support our products leverage our global infrastructure footprint and geographically dispersed data centres, with redundant data and systems that are routinely tested. In addition, we have developed and tested plans to switch operations in some of our larger locations to other locations in the event they are affected. We have also asked that our key suppliers have continuity plans in place, and that these measures are sufficiently resilient.

### **Governance**

#### **What additional measures have you taken if any in response to COVID-19?**

Refinitiv continues to closely monitor guidance from the World Health Organisation (WHO) and other relevant authorities. In addition: Employees returning from high-risk countries must strictly observe a mandatory self-quarantine for a period of 14 days immediately upon arriving in the country as well as employees displaying flu-like symptoms. Plans are in place to respond to local government mandates to restrict travel or close local offices.

#### **How will Refinitiv communicate with us in the event of an incident?**

All communication channels will be as per our existing incident management process. Please contact your Refinitiv Relationship Manager if you have any concerns or issues or the Refinitiv HelpDesk.