



To Our Valued Customers:

Based on the current developments regarding COVID-19, Altus Group has taken actions and put in place a series of policies to protect both employees and their families as well as our clients and partners that we work with closely. We are placing a high priority on maintaining business continuity and are taking steps to ensure we continue to serve and support our thousands of clients globally without business interruption in a secure and efficient manner.

Events and Meetings

In many cases where conferences and events are concerned, we have cancelled our attendance at many industry conferences globally, numerous Altus-hosted external events, as well as internal off-site meetings. In support of social distancing, where possible we are substituting with web-based programs including webinars, virtual conferencing and online communications.

Travel and Face-to-Face Interaction with Customers

Altus Group has suspended all non-essential travel. For employees meeting face-to-face with our customers or directly supporting our customers on-site, this is of course fully dependent on client willingness to meet or host our employee(s) as well as our employees' willingness and comfort with direct client interaction. The safety and well-being of both our employees and our customers is our top priority and without compromise.

Business Continuity and Remote Working Protocol

We have contingency plans fully in place for all of our operations globally.

While in many cases our software, data and advisory services and solutions can be utilized and delivered online or work can be completed for our clients offsite, there are cases where face-to-face interaction is required. We are approaching those situations on a case-by-case basis and considering the requirements and comfort level of both our clients and employees.

In addition, Altus Group has instructed all employees to work from home where possible while ensuring full business continuity is maintained for our customers globally. Our various support channels remain fully operational.

We will continue to closely monitor and assess the situation and update you on changes to our approach or policy as necessary. We welcome any questions or concerns you may have as a valued customer of ours. Our commitment to our customers and employees always remains our priority as we continue to manage through these uncertain times.

Thank you for your support and continued loyalty.

Robert Courteau
Chief Executive Officer
Altus Group