

**Subject:**

iCompass & Diligent's Response to COVID-19



As a steward of modern governance, the Diligent team is taking comprehensive measures to ensure our employees, products, and services continue to operate at the highest levels of performance and support as the COVID-19 epidemic continues to evolve. Governance is critical in times of uncertainty, and we want to make sure our customers and partners know that they can confidently rely on iCompass and Diligent during this time.

To provide greater visibility and assurance, we are highlighting a few ways Diligent is upholding its devotion to supporting our customers, partners and employees.

#### **Secure Infrastructure & Communications**

Over 650,000 leaders worldwide rely on Diligent's suite of products to facilitate board and committee meetings, inform their citizens, securely share sensitive information, and drive modern governance best practices in their community. Recognizing that threats to operations and community continuity are ever present, Diligent emphasizes transparency and reliability as guiding principles for its people and for the information entrusted to its systems.

We are committed to maintaining all product service levels for availability, access, and security, globally, despite any virus-related challenges that we face. This includes continual improvement and releases of new product capabilities to support our customers' modern governance needs.

#### **Protecting Our Workforce**

The health and safety of our employees are of the utmost importance to Diligent. As the situation evolves, the Diligent leadership team is ensuring that every employee has the tools

and technology to work remotely to maintain business continuity. As a company that works to improve the remote work of business and organizational leaders, Diligent uses best-in-class tools for collaboration, audio and video communication, messaging, and secure identity, along with other business-critical technologies.

Furthermore, Diligent has restricted all non-essential travel, including all conferences, until risks have subsided. Executive leadership has emphasized the importance of following CDC and WHO recommendations to ensure safety. Diligent has also adjusted its internal work structure to limit potential risks in the workplace.

### **Support Resources**

We know that governance software and the resources available to customers are mission critical. Therefore, we want to assure customers that our Customer Success and Support Teams will continue to operate as normal and are available to assist customers with any and all account management requests.

We highly value your partnership with Diligent. We are always here to support business continuity and wellbeing, especially during uncertainty.

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