

March 13, 2020

CIBC Mellon Statement on preparations regarding the 2019 Coronavirus (COVID-19)

CIBC Mellon continues to monitor the 2019 Coronavirus (COVID-19) carefully, and coordinate its planning and response based on established continuity and pandemic plans, guidance provided by respected health organizations – including Health Canada and the World Health Organization – and medical advisors, and in alignment with various government restrictions.

The company is taking measures to protect the health and safety of employees, clients and our other stakeholders. CIBC Mellon continues to maintain service continuity and deliver on its client commitments.

In accordance with CIBC Mellon's Business Continuity, Incident Management and Enterprise Security programs, we have implemented a number of risk mitigation strategies, including:

- CIBC Mellon's offices are closed to all external visitors and the majority of our staff are working remotely.
- We are executing on our existing business continuity preparedness program, including checkpoints with Corporate Security, Business Continuity Management, Human Resources and Corporate Communications.
- Our team continues to assess, provide updates, and execute coordinated response/escalation when needed to mitigate risk and minimize disruption.
- We have engaged our employees to help mitigate exposure risk, including providing educational and awareness materials to support heightened vigilance and hygiene best practices.
- We have implemented a split workforce and work-from-home strategy as a protective measure and to reduce the risk of transmission through shared facilities.
 - Travel between CIBC Mellon offices is prohibited
 - Business units defined as critical are split between dedicated locations and working from home to reduce transmission risk while maintaining our operations and client service functions
 - All non-critical business units are working exclusively from home.
 - Staff movement between our multiple offices is prohibited.
 - Internal meetings are being conducted virtually and travel between floors within our facilities is being minimized

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- CIBC Mellon is implementing additional protective measures, including:
 - Closing our facilities to external visitors
 - Requiring employees who are assigned to an office location and are feeling unwell to work remotely
 - Restricting all business travel to business-critical requirements, including implementing a CEO approval requirement for corporate travel
 - Prohibiting business travel to, out of, or through China, Hong Kong, South Korea, Japan, Italy, Singapore and Iran until further notice.
 - Requiring employees who are assigned to an office location and have travelled, or who have had a family member in their household who has travelled, to a high-risk area to work from home and monitor their health for symptoms for 14 calendar days.
 - Implementing additional, more stringent cleaning protocols and services
 - Requiring social distancing best practices among employees.
 - Prohibiting attendance at conferences and events
- Staging and proactively implementing continuity strategies, including alternative office locations and remote access, to accommodate extended staff absences while maintaining normal delivery volumes
- We are continuing to monitor the situation, in particular the information provided by public health agencies

CIBC Mellon is committed to sustaining resilient capabilities designed to maintain or quickly resume operations in the face of business disruptions. Our recovery plans support business continuity and delivery of products and services to our clients during the period of any outage or disruption.

We encourage all our stakeholders to consider their own preparation and risk mitigation efforts. We will continue to monitor the situation closely and will provide updates as appropriate.

Please contact your relationship executive if you have additional questions regarding CIBC Mellon's preparedness efforts.