

John Hancock Investment Management COVID-19 pandemic response—measures being taken as of March 16, 2020

In response to the potential risk of exposure to COVID-19, John Hancock Investment Management has taken several steps to mitigate any operational disruption to our business. **Keeping our employees, customers, and our business partners safe is our top priority.** Please see below for more information.

Preventive measures

- Employees are being encouraged to work from home, when possible, through April 30, 2020.
- We've put a pause on nonessential international and domestic travel.
- Any employees in roles that require them to be in the office and who have traveled internationally will need to self-quarantine and speak with their managers about alternate work arrangements.
- Employees who believe they may have been exposed to the virus and aren't already working from home are asked to notify their manager, self-quarantine, and work from home for 14 days.
- Meetings with more than 25 people in attendance will be virtual meetings; this applies to both internal meetings hosted at John Hancock Investment Management and external meetings in which our employees may wish to participate.
- There will be no employee travel between our offices and campuses.
- Visitors (nonemployees) won't be allowed in home offices without prior executive leadership approval.
- Extensive sanitizing is being done at home office locations; hand sanitizer and wipes are available throughout the office, including conference rooms and at workstations.
- Client meetings will be held virtually, rather than in person, whenever possible.

Business continuity plan

Business continuity plans have been tested and confirmed, including:

- Confirming that vital operational tasks can continue to operate with a remote and/or reduced workforce.
- Testing of remote working systems, with the assumption that the majority of the workforce will be asked to work from home for some period of time.
- Requiring employees who must come into the office to bring laptops home every evening should company protocols shift abruptly.
- Confirming employee contact information, including home and mobile numbers, are accurate.

We're aware that this may affect how we collaborate with our clients, consultants, and prospects. We're fortunate to have a robust suite of virtual tools that will allow us to continue to work effectively with each other and our business partners. John Hancock Investment Management cares about the well-being of our clients and employees. **Our planning, preparations, and testing mean we're ready to meet your expectations as we collectively work through the realities of a global pandemic.**

The content of this document is for general information only and is believed to be accurate and reliable as of the date of the material and is subject to change.

 Investment Management

Connect with John Hancock Investment Management:
@JH_Investments



A company of  Manulife Investment Management

MF1120837

3/20