



# Dear Valued Clients,

We are closely monitoring the measures put in place to protect public safety amid the COVID-19 (novel coronavirus) pandemic issued by the Centers for Disease Control and Prevention (the "CDC") as well as guidance from the governments of the United States and other countries affected by COVID-19.

Our top priority is the safety and well-being of you and your guests, your stakeholders, our partners, our employees, and the destinations and communities we serve. Accordingly, as the situation continues to evolve, we are committed to helping you make informed decisions about your plans in light of this global emergency.

## Helping you make informed decisions

As the COVID-19 situation continues to develop on local, national, and international levels, we are actively looking out for our clients and are here to assist with plan changes and considerations as well as travel concerns. Within a quickly changing world with much information to navigate, we are here to assist as your reliable partner.

## What we are doing

As a company of over 27,000 employees operating in 39 countries, we are learning, along with the world, what the impacts of COVID-19 will be for our industry.

Within our team in the US, we are following the guidance of the CDC and local and federal authorities. As is such, we have implemented the following precautionary measures:

- We are continually communicating with our team members and providing proper guidance to stay healthy and help prevent the spread of the virus.
- We have advised our team members to follow the guidance of the CDC to practice sound hygiene, such as frequently washing hands and avoiding touching one's face.
- We have advised our team members to follow the guidance of the CDC to practice proper respiratory hygiene such as covering coughs and sneezes with a tissue and disposing of it properly.
- We have advised our team members to stay home from work if they are feeling ill, and avoid contact with those who are known to be sick.
- We are working with our vendor partners and suppliers to ensure that there is no disruption in our ability to provide the level of care you rely on us for, ensuring continuity and readiness for your plans down the road.



*Perfect moments, always*

Although these are uncertain times for all of us, we are unchanged in our dedication to this community and the trust you place in us. We continue to be focused on designing solutions to help you connect and inspire your guests and stakeholders, in keeping with the spirit of “*Perfect moments, always.*” This remains true today and will remain true tomorrow, as we continue to serve planners and organizers.

~ From all of us at JTB

Sincerely,

A handwritten signature in black ink, appearing to read 'Goro Kido'. The signature is fluid and cursive.

Goro Kido

President & CEO

JTB Americas Ltd.