



28 April 2020

Dear Investor

COVID-19

With the situation we are currently faced in terms of Covid-19, IFM has implemented certain additional measures to ensure we are able to provide our normal levels of service to you, our valued investor, during this uncertain and stressful period we are facing.

First and foremost, we have established a Covid-19 Response Committee, comprising of representatives from IFM's Executive Committee, Risk Office, Occupational, Health and Safety Committee as well as our external OHS consultants, Altramed.

The Committee has put certain measures in place, namely:

- Staff awareness on how to reduce one's risk of contracting the virus, which are in terms of the World Health Organisation guidelines as well as recommendations from local authorities and includes increased hygiene within the IFM environment.
- All staff are successfully working from home.
- Engaging with our suppliers on a daily basis to ensure they are able to continue providing IFM with the service we require.

The Committee meets on a daily basis to deal with this, the single biggest risk currently in our environment.

We remain committed to delivering our high level of service to you.

Regards
IFM Management Team