

To All Corporate Employees:

As you're aware, in an earlier communication, we encouraged those employees who can work from home to do so, in the markets where COVID-19 is spreading. Like all things related to our knowledge of this pandemic, our position is evolving. This week, unless it is absolutely essential that you be in the office, you should stay at home to fulfill your work obligations. We will assess our position at the end of the week and report back at that time.

Our intention is that something on the order of 99% of our people in North America and Europe will be working remotely by the end of this week. We are moving to this position because it makes sense for our people and the public good. It also prepares us in the event there is a shelter-in-place order in cities where we have offices.

Regardless of where you are working this week, we ask you to follow these guidelines:

- If you are part of critical, client-facing staff who needs to be in the office, and you do not feel comfortable being there this week, please reach out to your human resources business partner to identify alternatives for you. There will be no retaliation for raising your hand and asking to work from home.
- If you have traveled, for personal or business reasons to countries included on our restricted travel list, you may not come to the office for 14 days.
- If you are feeling sick, or have a family member who is, please do not come to the office. Contact your healthcare provider and do not come into the office until your healthcare provider has cleared you to return to the office. Please communicate your status to your manager.
- Mass transit in many cities continues to function. With reduced ridership thanks to companies having embraced work from home for their employees, there is space on mass transit for proper social distancing. However, if you do not feel comfortable using mass transit for any reason, please find an alternative with your manager, including commuting via your personal car or using one of our car service providers to commute.
- Remember the most effective way to protect yourself is to clean your hands often, and avoid close contact with others. This is true whether you are in the office, at a store, and even at home.
- If you are in the office, practice social distancing – deliberately increasing the physical space between yourself and others to at least six feet.
- Cover your mouth and nose with a tissue when you cough or sneeze, or use the inside of your elbow. Throw used tissues in the trash and immediately wash your hands.
- Please disinfect your workspace including computers, desks and phones. Most office service groups can provide materials to do so.

We know that most schools and childcare facilities are closed during this time. We are asking that managers and all of us be sensitive to this fact, and to be flexible around call times, background noise, and stress levels. We are all working through this together — sensitivity and understanding are critical, and can only help.

Thank you.

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