

## *A message from the CEO*

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It's not often I share my thoughts publicly, but we are indeed in strange times. Now I find myself leading so much more than a business – a team of outstanding people, through the most uncertain period in our lifetimes.

The coronavirus outbreak is a global human tragedy, and as a statistician by trade it soon became starkly apparent just how fast and how deep this would hit the UK.

Everything has changed. The new normal is a phrase I've used a number of times in the past week and that really doesn't do it justice...a simple meal with friends and even a commute on the tube are no longer possible. The announcement last night brings home just how uncertain the next few weeks and months will be.

But still we carry on as best we can, because what is the alternative? We are into our second week of 100% remote working and, for the moment, this hasn't affected us too much – other than 3 very empty offices and many more virtual meetings. It is clear that this will be the norm for many weeks, possibly months to come.

As a CEO, a father and a son I want to safeguard lives and livelihoods. Not in a carry on regardless approach – but we must work together to navigate these uncharted territories and make lockdown effective for business.

The control of the spread of the virus is down to the behaviour of each of us, and the same is true of our ability to come through the looming economic crisis. We are doing everything we can to safeguard our people and our business.

To that end, I want to reassure all of our clients that we are here and operating in our new normal way, and to reach out to all of you to let you know we remain happy to help in any way we can.

I believe we can come through this, by working together in very new ways.

Stay safe.

Darran

CEO  
ITM