

IEX BUSINESS CONTINUITY PLAN FAQs

The IEX Business Continuity Plan (“BCP”) is designed to ensure that the Investors Exchange LLC (the “IEX Exchange”) and its affiliated limited routing facility, IEX Services LLC (“IEXS” and collectively with the IEX Exchange, “IEX”), continue to be fully operational during a time of emergency or disaster.¹

1. What are IEX’s standard operating procedures in the event of a crisis, including one that renders headquarters inaccessible during market hours?

IEX, a fully electronic market center, is equipped to handle a variety of Significant Business Disruptions (“SBDs”), including pandemics, and remain fully operational. As part of our standard operating procedures, IEX trading systems are fully redundant and employees are equipped to work remotely (from home, our BCP facility or other secure locations) to maintain business operations.

2. How often does IEX complete BCP testing?

IEX’s policies and procedures are designed to comply with Regulation Systems Compliance and Integrity (“Reg SCI”). In compliance with Reg SCI Rule 1004, IEX performs at least annual reviews and testing of its BCP and back-up systems to identify vulnerabilities pertaining to internal and external threats, physical hazards, and natural or manmade disasters.

3. Has IEX invoked its BCP?

Yes. IEX formally invoked its BCP and implemented relevant aspects of its Pandemic Plan on March 19, 2020, and notified Member firms via [Trading Alert](#). IEX also took precautionary measures prior to that time to mitigate the spread of novel coronavirus 19 (COVID-19), as described in Trading Alerts to Members on [March 4](#) and [March 16](#), 2020.

4. Has IEX taken precautions to mitigate the spread of COVID-19?

Yes. IEX personnel are required to work remotely until further notice, except for occasional and brief access to IEX’s office by one or more operationally essential employees, in a manner consistent with government orders and directives.

All IEX systems are operating normally, and our team remains available to provide all services to Members. Members should continue to contact the IEX team through customary email and phone numbers.

¹ The Investors Exchange and IEX Services LLC are each wholly owned subsidiaries of IEX Group, Inc.

5. Has IEX taken steps to address any potential impacts associated with third parties that support your operations from a pandemic perspective?

IEX continues to work closely with our third parties, and contingencies are in place where necessary.

6. Will IEX provide notification on impacts to Member firms within 24 hours?

As a national securities exchange and self-regulatory organization, IEX has specific communication protocols in place for communicating in accordance with regulatory requirements; this includes communication to all our Member firms through our [Trading Alerts](#).

7. Has there been any impact to IEX's trading system?

No.

8. If transferring work to another site, is the alternate prepared to maintain the transfer of work for an extended period?

IEX is fully operational from a remote work arrangement and capable of operating in such a way for extended periods of time.

9. If relying on cross-trained staff, have the staff been pre-trained so they are prepared to take on the work?

All IEX employees' responsibilities are documented and maintained to support information sharing and redundancy, and each operationally essential team has multiple team members who have been appropriately cross-trained.