

Re: COVID-19 update

During these extremely challenging and uncertain times, here at Warner Matthews our aim is to communicate with our clients in an open and transparent way about what we are doing as a company to deliver, as far as possible, uninterrupted support to you whilst ensuring the ongoing health and safety of our employees.

We continue to monitor the impact of coronavirus (COVID-19) including information from relevant organisations including the UK government, local public health agencies, World Health Organization (WHO), Centres for Disease Control and Prevention (CDC) and Foreign & Commonwealth Office (for travel advice).

As more information emerges, recommendations may change so we are continuously monitoring the latest advice and guidance. We have a robust business continuity plan in place which has been reviewed and refined based on the latest information on coronavirus.

Our aim is to look after the health of our staff, help minimise the spread of coronavirus and ensure business continuity for our clients, including investment management and the highest possible levels of client service. A key part of this objective is adopting the latest relevant advice and best practice as it becomes available. Currently, our business operations are not impacted.

Here are some of the actions we have taken:

- **Coronavirus management response:** We have established a coronavirus response strategy to manage the company's approach to a rapidly evolving situation and to ensure any changes are clearly communicated to our staff, our clients and our suppliers
- **Work-from-home:** All employees within the business are able to work remotely and have been provided with the necessary training, technology and IT support to enable business to continue uninterrupted. Our IT infrastructure, processes and procedures have been thoroughly tested over recent weeks to ensure that as and when we move to remote working practices, this is seamless. Although like many businesses we have listened to guidance and cancelled or postponed face to face client meetings and larger scale events, we already have the necessary tools and systems in place to continue engaging with and supporting our clients using alternative methods of communication.
- **Suppliers:** We continue to engage with all our key third party suppliers to ensure they have the appropriate business continuity plans in place to continue supporting our business needs.
- **Information updates to staff:** We continue to provide regular updates to our staff to ensure they understand the role they play in helping to reduce the spread of this disease and how they can support you.

- **Travel:** We are a UK focused firm, with all staff based and working in the UK. As a result, we have very little business travel outside the UK but whilst the crisis continues, even this has been put on hold.

Importantly, our investment management and advisory teams remain fully operational and are managing your portfolios and investment strategies as normal, notwithstanding market conditions. We remain concentrated on managing the portfolios in which our clients are invested with great care and diligence in these very challenging times. All our advisers and operational personnel are able to work fully from home, with access to all necessary systems, data and research. Appropriate methods of communication are in place for each staff member to liaise with the senior management of the firm, with ongoing and full oversight by our compliance and risk teams remaining in place at all times as normal.

Naturally, we will continue to provide updates as the situation evolves but I would like to reassure you in the meantime that we remain fully focussed on providing you with the ongoing support you need in these unsettling and challenging times.