



Empowering the Financial Services Industry.

T (27) 11 214 0900
E support@astutefse.com
A 195 Jan Smuts Avenue, Rosebank, 2196
P PO Box 52115, Saxonwold, 2132



www.astutefse.com

13 March 2020

Astute FSE – Response to Coronavirus and Business Continuity

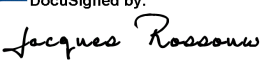
With The World Health Organisation (WHO) officially declaring COVID-19 a pandemic, the Astute Executive would like to provide assurance to our business partners and customers that business will remain fully operational during this challenging time.

Astute has a Business Continuity Plan (BCP) in place which we test on an annual basis. As a result of the increase of COVID-19 infections in the country, we have added some additional measures in place and would like to share these with you:

1. All our employees have been asked to familiarise themselves with the guidelines on virus prevention and have been requested not to present themselves to the office when feeling unwell.
2. A number of hygiene measures have been put in place in the office.
3. All our employees are able to work from home, inclusive of our call centre team. In November 2019, we implemented a Cloud-based solution to facilitate this process. We will in the next 7 days of this communication test the continuity plan again to ensure continued service.
4. Information Security and our alignment with our ISO27001 certification remains our top priority and all access and remote working aligns strictly with this policy.
5. Our production environment remains secure and remote to our office location under the strictest international governance and procedures.
6. In addition to this we have also:
 - a. Implemented a Ban on all international business travel
 - b. Requested that Private international travel and contact with family/friends returning from international travel must be reported immediately to business
 - c. Requested that careful consideration be given for all domestic airline travels and that employees only travel when absolutely necessary
 - d. Requested that our staff make use of the excellent IT Technology platforms we currently use to facilitate collaboration when working remotely, including video conference facilities. We strongly encourage the use of the technology available where possible
 - e. Ensured that any employee suspected of being in contact with or returning from a high risk area is asked to work from home for a minimum of 14 days.

Astute remains confident that we can remain fully operational in the event of a quarantined situation and that we have sufficient knowledge transfer amongst our teams to assist across functional areas to meet the needs of our clients

Regards,

DocuSigned by:

50F865EE43E448B...

Jacques Rossouw
Managing Director & Group CEO

COMPLIANCE SERVICES

DATA SERVICES

INTERMEDIARY SERVICES

RISK SERVICES