

Covid-19 Business Update

16 March 2020

Dear Client

We are closely monitoring developments relating to Covid-19. Computershare has well-developed plans for dealing with incidents, including sickness and pandemics. Prior to Covid-19 in South Africa, we had already taken sensible precautions, including not flying into or out of severely affected areas and enforcing quarantine periods for those who may have undertaken personal travel to an affected area.

In line with local health advice, the statement made by our president yesterday, and our robust business continuity plans, a portion of our staff members will be working remotely as a precaution, while some teams will still be available at our Rosebank office.

Our day-to-day business operations will continue and will not be affected during this period.

Due to the prohibition of large gatherings, we are working closely with clients on an individual basis regarding their upcoming AGMs and possible alternatives in providing this service.

In addition, our senior business leaders, partnering with global and regional business continuity teams, have:

- › Coordinated regional and global incident management teams to activate response strategies based on business needs
- › Issued incident management alerts to our managers regionally and globally, including information relating to facilities, communications, people/human resources, media and IT
- › Reviewed, and in some cases, activated portions of our pandemic plans as well as relevant business continuity plans
- › Activated or maintaining readiness to activate a broad range of recovery strategies as circumstances dictate, including:
 - › Remote teleworking
 - › Transfer of work to alternate locations
 - › Social distancing and self-quarantine guidelines

- › Further corporate travel restrictions
- › Continual staff communication and awareness
- › Ensured communication with relevant third-party suppliers

We are working hard to ensure that we keep our employees, suppliers and customers as safe as we can while maintaining our service levels.

Self-Service Portals

We would also like to remind you that as part of our digital service offerings, we have a number of self-service platforms that clients may use. These portal options can be visited by clicking on the links below.



[Issuer Online](#)



[Employee Online](#)



[Investor Centre](#)

We will be continuously monitoring developments of Covid-19. You're welcome to share any comments and concerns with your relationship manager at Computershare.

Yesterday, our president said that in addition to the impact that this pandemic will have on health and well-being of our people, and the impact it will have on the day-to-day life of our society, Covid-19 will also have a significant and potentially lasting impact on our economy.

"But if we act together, if we act now, and if we act decisively, we will overcome it." ~ President Cyril Ramaphosa.

Together, we can navigate and overcome this.

Kind regards,

Bennie van der Westhuizen

CEO
Computershare South Africa

