

# Sanlam Corporate's response to COVID-19

Dear Client

As the situation around COVID-19 continues to evolve, we would like to inform you of the measures we have taken in order to mitigate the impact of the virus on our business and the services we render to you. As this matter is top priority, our response to the outbreak is coordinated centrally by the Sanlam Group Exco, with the assistance of medical specialists. We continuously monitor updates issued by the World Health Organisation, as well as South African health authorities.

## Employee health at Sanlam

Sanlam has regular interventions to create awareness and update employees with information on the spread of COVID-19 and its impact on people and our organisation. This includes advice on and practical arrangements for health and hygiene habits.

In the Employee Benefits business, we have taken steps to separate operational teams in order to reduce the density of working environments.

Additional hand-sanitizer stations have been installed at walk-in centres. These areas are disinfected on a regular basis.

## Employee travel

Travelling for Sanlam employees has been limited as far as possible. Although we understand that meeting attendance is important, employees have been requested to only travel should there be no other alternative. Similarly, employees are discouraged from any personal travel, especially to high risk areas. If employees do travel or have travelled to a high risk country or region, they will be required to follow a specific business protocol.

## Client engagements

Business conferences/events with 100 or more people will be cancelled or postponed until the President has lifted the ban on such meetings. Similarly, we will avoid arranging large functions/gatherings for the foreseeable future.

We have adopted measures to minimise 'contact' situations. These include the conversion of face-to-face meetings to virtual meetings, implementing remote working solutions and adopting a 'no hugging' and 'no hand-shake' policy.

Upon meeting attendance at a Sanlam office, visitors will be required to make use of hand-sanitizers and declare whether they have been to a high risk area or in contact with an individual from a high risk area.

## Business Continuity

We do not foresee any major disruption to the administration services we render to our clients. Our business continuity plans have been updated to cater for a pandemic outbreak scenario in order to ensure that there is as little as possible disruption to our business operations and service levels.

We wish to thank you for your patience and understanding.

If you have any questions, kindly contact your Client Relations Manager/Consultant.

Regards

**Johan Prinsloo**  
**CEO: Retirement Fund Administration**