

COVID-19 (Coronavirus) and WAY Fund Managers Limited's ("WFM") business continuity plan

We thought that we would update you in relation to the processes to be followed by WFM from 23rd March 2020.

We want to assure you that WFM is fully committed to the safety and health of our employees and our communities whilst also ensuring, as much as possible, minimal disruption to our work and our services to you during this critical time.

Some of the specific steps we have taken are:

- Our Senior Management Team will review UK Government announcements regarding COVID-19, as they happen, and will use all reasonable endeavours to implement any steps recommended by the UK Government to protect our staff, their families and our clients. With this in mind, we have taken the decision to close our Wimborne office from Monday, 23rd March 2020 until further notice. During this time, all staff will work from home.
- We have the technology infrastructure to enable our entire firm to work remotely. This has been tested recently.
- Whilst post continues to be delivered to Wimborne, we will use all reasonable endeavours to ensure that someone is on hand to take delivery of the post and to process it, as necessary. However, during this period the processing of cheques (the latter for both receipts and payments) will **not** take place. All payments, in or out, will need to be made by electronic means.
- Should the UK Government decree that any unnecessary travel is temporarily restricted, it is likely that deliveries of post and our ability to travel to our normal place of work will be interrupted. Therefore, it may not be possible to process certain papers/documents/applications during that period. In such an eventuality, we will advise you as to what alternatives may be available.
- Through the use of the latest available technology, including e-mail and video/non-video conferencing, WFM should be able to keep in touch with all of its customers and service providers.
- We believe that all critical services can continue to be provided in most probable scenarios.
- We have cancelled all activities that involve external parties, including any visits to our offices by non-essential services and external visits to our clients or third parties.

As the situation develops over the coming weeks and months, we may make certain changes to our working practices and, if they are likely to affect you, we will endeavour to share those changes with you as they are implemented.

If you have any questions regarding any of the above, please don't hesitate to get in touch with us, by using one of the following:

Telephone: From the UK – 01202 855856

From overseas: +44 (0)1202 855856

By e-mail: customerservice@wayfunds.com

Many thanks.

Thursday, 18th March 2020

