



WEBINAR: ENSURING BUSINESS CONTINUITY

TODAY'S PRESENTERS



Leo Chen (Moderator)
Managing Director, Head of Asia
Calastone



Steve Leggett
Chief Operating Officer
Calastone



Mike Davies
Head of Global Operations
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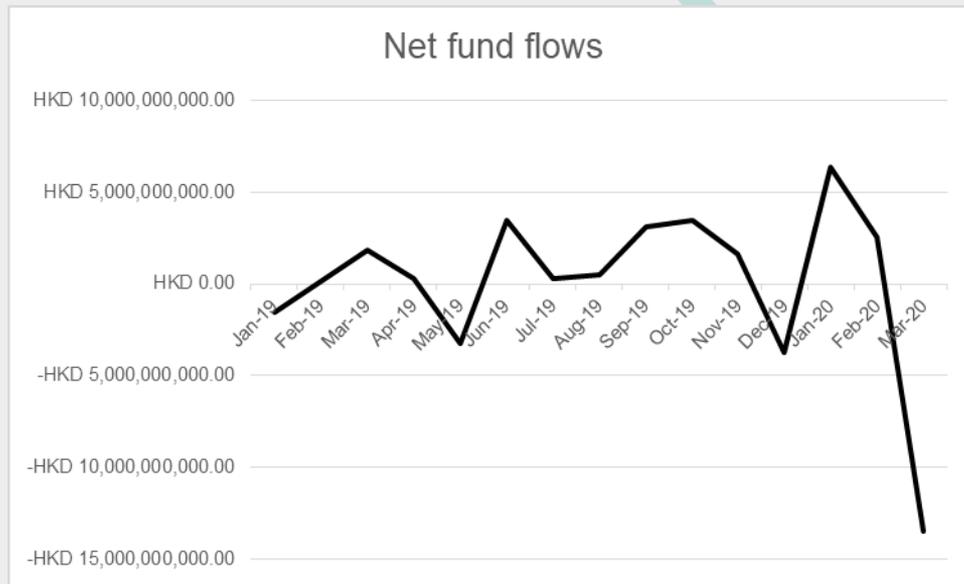
CHANGES IN THE MARKET

- Wholesale move to remote working
- Staff adapting to new working practices
- Implementation of Pandemic Business Continuity Plans



MARKET VOLATILITY

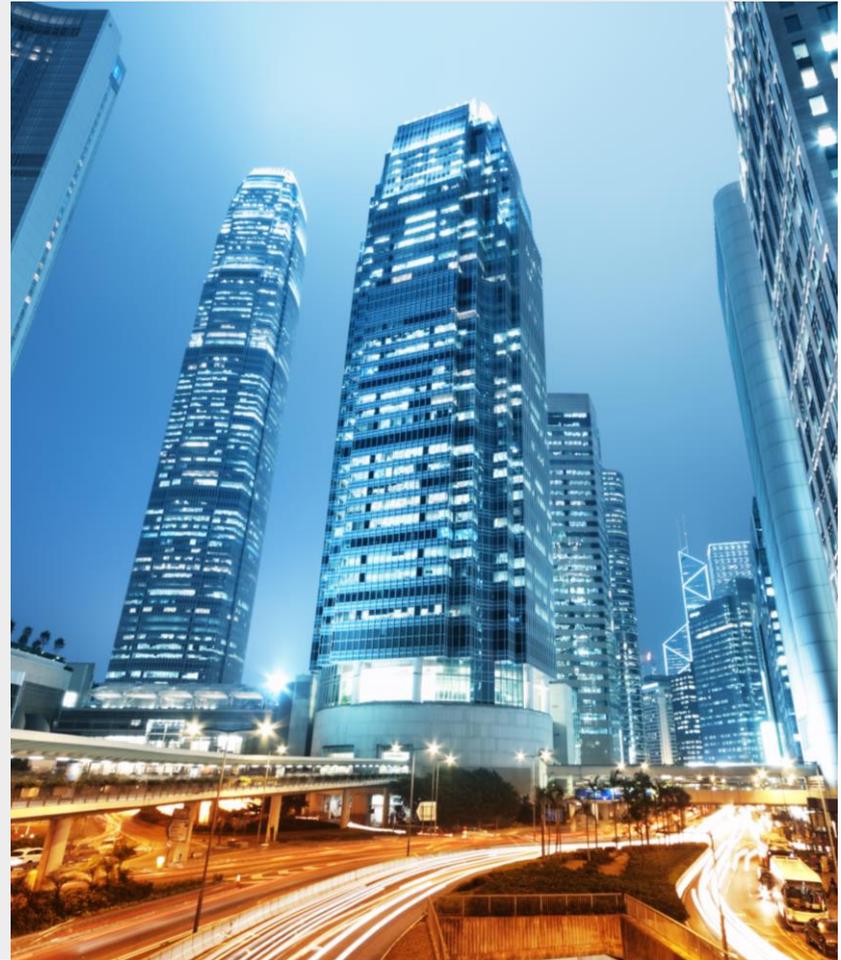
- March sees the highest level of net outflows, c. HK\$13.5bn
- Outflow concentration on bond funds
- Volatility driven increase in volume of trading



Source: Calastone Fund Flows, March 2020

WHAT ARE WE SEEING?

- Client remote working driving increased inbound requests
- Uptick in due diligence requests
- Seamless transition to remote operations and client support
- Adoption of new new communication tools and tech



FOLLOWING BEST PRACTICE

- Identify manual trade flow and connect counterparties
- Leverage Calastone Execution Management System (EMS) to support your trading activity, operations and oversight
- We can help facilitate client contact to address operational challenges
- Support provided to improve STP trading and operational resilience



WHAT TO LOOK OUT FOR

- Examine instances where staff are required to travel to offices
- Identify and review all areas of manual processing
- Deploy tools to facilitate remote working
- Review and adapt people processes

ANY QUESTIONS?



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WE'RE HERE TO HELP...



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THANK YOU

