



# WEBINAR: ENSURING BUSINESS CONTINUITY

# TODAY'S PRESENTERS



**Stephen Dublon (Moderator)**  
*Director, Relationship Management*  
**Calastone**



**Steve Leggett**  
**COO**  
**Calastone**



**Mike Davies**  
*Head of Global Operations*  
**Calastone**

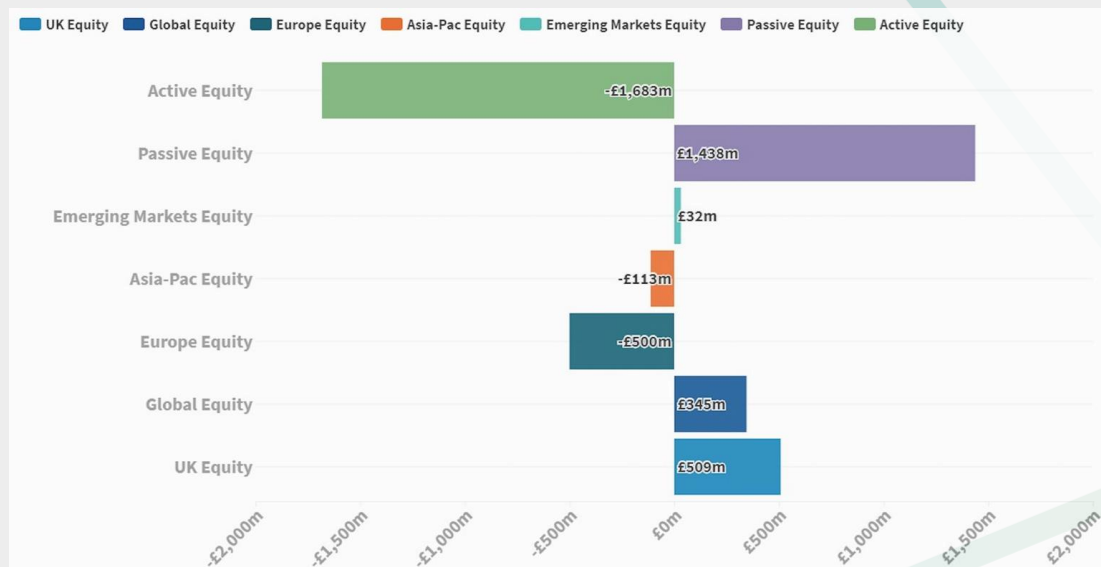
# CHANGES IN THE MARKET

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



# MARKET VOLATILITY

- End of year tax trends continue despite market volatility
- March sees the highest level of outflows, c. £5bn
- Outflow concentration on fixed income funds
- Active funds suffer while passive funds see some significant inflows



Source: Calastone Fund Flow Index, 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 – SPEAK TO US



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THANK YOU

