
ROWLAND: SEAMLESS CONTINUITY OF SERVICE FOR CLIENTS

To our valued clients, associates and friends,

The COVID-19 virus has significantly changed the world of business and, as we all know, this is developing on an hourly basis.

Rowland has established a formal COVID-19 Response Committee which is aimed at (i) enhancing the health and welfare of our staff and (ii) ensuring whatever support is required for our clients during this trying period — both existing needs and addressing new issues, challenges and opportunities. As always, this will be undertaken in a highly responsive, professional and efficient manner. Importantly, we have set in place administrative, management and operational procedures and protocols to maximise our 'business as usual' approach in supporting clients and the market in general.

Key aspects of this include:

- To limit the potential exposure to our staff, clients and the wider community, we have extended the option for our staff to work from home. This came into effect from Wednesday 18 March 2020.
- Fully equipping all Rowland employees to work from home. This capability was tested several times during the past few weeks to ensure seamless continuity of service.
- Virtual servers which allow us to work 24/7 — these are activated and tested regularly to ensure we are always on-call for clients.
- All Rowlanders having access to Zoom Video and teleconferencing to allow for virtual meetings.

For our current clients, your Relationship Manager will be in contact with you to discuss the path forward for the coming days and weeks.

We will keep in close contact with all our stakeholders to keep you informed and updated on the physical and virtual Rowland office.

If you have any queries, please contact your Relationship Manager or Geoff Rodgers (Chairman) on 0413 832 333, Helen Besly (Managing Director) on 0413 628 479, Alasdair Jeffrey (Executive Director) on 0404 926 768 or Fiona Sperou (Chief Operating Officer) on 0417 644 002 at any time. As always, we remain on-call 24/7 for our clients and the business and broader community in general.

I wish you, your family, friends and colleagues all the very best during these uneasy times.

Regards,

Geoff Rodgers
Chairman