

Investec's group operational resilience statement

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Investec (comprising Investec plc and Investec Limited) is an international specialist bank and wealth manager that provides a diverse range of financial products and services to a select client base.

Our diversified business model ensures resilience through varying markets and economic cycles and ensures that we are not over reliant on any one part of our business to sustain our activities. In addition to our resilient business model and a robust continuity framework we also enhance our operational resilience through the identification and management of risks associated with disruptive events, which may impact resources, premises, staff, equipment, systems and key business processes. Our comprehensive approach provides a framework for building organisational resilience to respond effectively to disruptive events. This not only ensures continuity of business but also safeguards the interests of key stakeholders, reputation, brand and value-creating activities.

By being resilient, it enables us to anticipate, prepare for, respond and adapt to incremental change and sudden disruptions by having operational procedures in place with clear intent, coherence and appropriate resourcing. We maintain continuity through appropriate resilience strategies that cater for disruptions, irrespective of the cause. These strategies include, but are not limited to, relocating the impacted business to alternate processing sites, enabling staff to work from home, the application of high availability technology solutions and ensuring physical solutions for critical infrastructure components.

Our resilience capability allows us to effectively respond to significant business disruptions. This capability is based on

- commitment and support of senior management
- a dedicated team with robust governance process
- ability to understand and mitigate risk to lessen the impact of disruptions
- 'fit for purpose' and practical plans that include assurances of third party continued support under distressed situations
- the regular review, validating and updating of business continuity plans and strategies
- embedded business continuity practices through awareness training and validations
- adherence to effective policy and programme management principles
- adherence to defined legal and regulatory requirements
- participation in regulatory and financial industry resilience activities to collaboratively minimise national systemic community risk.

We will continue to enhance this framework in line with regulatory developments and international best practices.

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