

# ASX action on COVID-19

11 March 2020

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ASX operates at the heart of Australia's financial markets. It is vital that our services are available, reliable and resilient at all times, and most especially during periods of heightened volatility.

We would like to assure all our stakeholders that ASX is proactively managing the impact of COVID-19 (coronavirus) to maintain market confidence in the integrity of our operations.

ASX is closely monitoring the status of coronavirus and the advice from health authorities and the Government. We are in close and regular contact with the regulatory agencies—ASIC and the RBA—on this issue, particularly on planning and preparedness. We are also engaging with customers, other market operators and industry associations on their own business continuity arrangements.

As the operator of critically important infrastructure, we are closely monitoring market orderliness and the responsiveness of our risk management processes to changing customer exposures during the heightened volatility. This includes making capital and liquidity return requests of our clearing members and intra-day margin calls, both of which are designed to ensure that participants can meet their obligations. We also continue to keep a close eye on company disclosures, which help ensure the market is appropriately informed.

ASX's own business continuity planning includes staffing protocols and practices for employees in our offices, and for those that might be working from home, that enable us to continue to operate our critical infrastructure and services such as Smart Hand requests. We currently have no change in lead times or service levels.

Importantly, ASX already operates its technology out of multiple sites, including a backup facility, which enables us to isolate staff in key locations to reduce the risk of contagion and maintain the capability to operate from one location in the event of infection in another. To do this, we identified the critical roles and number of employees needed to maintain our operations, either on-site or by working remotely, should this prove necessary.

For our own people, we have in place a range of measures to help protect staff and their families, as well as contractors and business partners working on our premises, against infection. The measures include:

- Maintaining multiple sites and back-up teams to continue the operation of the market
- Self-isolating and staying home if unwell or if potentially exposed to the virus
- Making hand sanitiser dispensers widely available, encouraging good hygiene practices at all times and regularly cleaning high-use areas.
- Placing health messages and visitor declaration processes at entry points to ASX facilities
- Restricting domestic and international business travel
- Conducting meetings with external attendees electronically as much as possible
- Declining requests to hold events on ASX premises or to attend events being held elsewhere
- Being ready and able to work from home if required.

ASX is mindful of the responsibility we have to our customers, issuers, investors, regulators and the broader economy to actively manage risk and ensure the operational resiliency of our services.

We will continue to monitor the situation and are well prepared to introduce additional precautionary measures as appropriate.

**Please visit ASX's website for further information: [www.asx.com.au](http://www.asx.com.au)**