



**Angel Oak**

CAPITAL ADVISORS

# Angel Oak Capital Advisors Response to COVID-19

3/12/20

The health and well-being of our employees, clients and partners are of the utmost importance to us. As such, we are closely monitoring the fluid situation brought on by the coronavirus (“COVID-19”) and are following the guidelines provided by the Centers for Disease Control (“CDC”) and the World Health Organization (“WHO”). We therefore want to take a moment to update our investors on our policies, procedures and efforts to ensure business continuity in the current environment.

Angel Oak has a long-standing, comprehensive business continuity plan (“BCP”) in place. The BCP is designed to ensure that each member of our workforce across all aspects of our business is equipped with the resources, tools and technology necessary to continue to fulfill their roles and meet the needs of our clients. Angel Oak’s BCP is tested on a regular basis, and we began increased testing when news of the virus came out. As a result, we adapted our plan to the coronavirus situation and are confident that we have the appropriate measures in place to manage any potential disruptions.

Out of an abundance of caution, our Crisis Management Team, consisting of executive and senior-level staff, has implemented a number of new safety protocols to address the below situations:

**Symptomatic employees:** Employees who have a fever (100.4° F or greater) or symptoms of respiratory illness are to stay home until they are free of fever and any other symptoms for at least 24 hours without the use of medication.

**Hygiene:** We added hand sanitizer dispensers at ingress and egress points and provided disinfecting wipes to employees at the office. In addition, the on-site janitorial staff performed a deep cleaning of the Atlanta office to help mitigate the risk of spreading germs. Angel Oak employees are to avoid shaking hands to reduce the risk of spreading infection.

**Gathering of groups:** We strongly encourage meeting organizers to leverage tools and technology to hold meetings virtually. A conference line option is included on all meeting invitations and we have video conference and webcast technology ready for use.

**Work from home:** Our Atlanta, New York, and Seattle offices have implemented a work-from-home policy. Employees working from home are expected to maintain normal levels of productivity and complete all work functions. IT staff has made extra efforts to ensure each team has the necessary equipment, such as in-home computing setups, for critical personnel to be fully productive. We held a test prior to the work-from-home policy implementation to confirm that our systems could handle a large number of remote logins simultaneously.

**Travel:** All business travel has been discouraged. Additionally, all Angel Oak employees and visitors to Angel Oak offices are being required to complete a travel registration form. The form asks whether the person has traveled to a CDC Travel Health Advisory “Level 3” country within the past 14 days. If such travel is affirmed, the individual is not allowed into the Angel Oak offices and other meeting arrangements are to be made, such as webcasts or video conferences. Employees who affirmed such travel are required to self-isolate for 14 days.

While maintaining day-to-day business operations remains a priority, we are committed to doing right by our employees, investors and other partners. Please know that we remain focused on safeguarding investor interests and continuing to provide a high level of service and support. We will provide further updates as necessary on this rapidly evolving situation and any other changes to our protocols. We wish good health and safety for you and your firms during this time.