

Living and working in the time of Covid-19

By Khanyi Nzukuma, Chief Executive of Glacier by Sanlam

To say that the world is in a state of crisis would be a huge understatement. Right now, survival is what it's all about.

Jack Ma, one of the co-founders of Alibaba Group, said that for people in business, 2020 is just a year of staying alive. "Don't even talk about your dreams or plans. Just make sure you stay alive. If you can stay alive, you would have made a profit already."

Some are more fortunate than others

Many of us who are fortunate to be able to continue working throughout lockdown are working harder and longer hours than ever before. At the same time many small businesses watch helplessly as they are unable to trade or to pay staff. My own personal wish is for the economy to open up – where it is safe to do so – so that more people can resume working and trading. Otherwise we face a humanitarian crisis even bigger than the current health crisis. It cannot come down to a trade-off between the health of the nation and the health of the economy – the two go hand-in-hand.

Only time will tell whether our stringent approach was the correct one – and we still have to face the winter months. What we did get right, was to react and take action swiftly – which we've been applauded for.

A time for introspection...

For those who have healthy businesses and sufficient resources to keep going – the current 'surreal time' presents an opportunity to recalibrate, to think, and to keep what works and throw away what doesn't, both professionally and personally. Difficult times present an opportunity to grow personally and to innovate and improve on the business front. Many innovations happen when one is forced to find an alternative way of doing things.

If you are one of the fortunate ones during this difficult time, take care of yourself and those around you. Give where you can; phone an elderly relative to find out how they are; or even

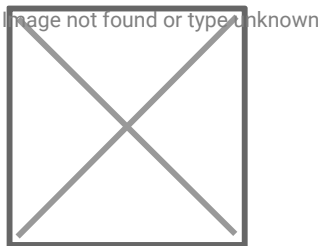
mentor someone who may be going through a tough time professionally.

This too shall pass

There are many ways to dissect and analyse the current situation, but ultimately I've found it's about getting back to basics. The emphasis over the past few weeks has been on taking care of my family, only shopping for basics, and ensuring the health of our staff and that the company I lead continues to meet clients' needs. This narrowed focus has highlighted what really matters – and what doesn't, and that we often tend to spend both time and money on the things that don't really matter.

Many things we took for granted may not go back to the way they were, and maybe that's a good thing. Let's try and retain the good and leave the bad.

Glacier Financial Solutions (Pty) Ltd and Sanlam Life Insurance Ltd are licensed financial services providers.



Khanyi Nzukuma

Khanyi Nzukuma obtained a BA in Psychology from Rhodes University in 1991. He then obtained a Masters in Business Administration from Potchefstroom University in 1998 and a Doctor of Psychology degree from the University of Johannesburg in 2011. Khanyi joined Sanlam in 1994, where he spent 11 years, starting as a Financial Adviser, and thereafter occupied a number of junior and senior management roles. He joined MMI Holdings in 2008, where he spent eight years, starting as a CEO of Metropolitan. In 2017 he was appointed CEO of Momentum. In January 2018 he left MMI and re-joined Sanlam as CEO of Glacier by Sanlam.

This document is intended for use by clients, alongside their financial intermediaries. The information in this document is provided for information purposes only and should not be construed as the rendering of advice to clients. Although we have taken reasonable steps to ensure the accuracy of the information, neither Sanlam nor any of its subsidiaries accept any liability whatsoever for any direct, indirect or consequential loss arising from the use of, or reliance in any manner on the information provided in this document. For professional advice, please speak to your financial intermediary.

Glacier Financial Solutions (Pty) Ltd.

A member of the Sanlam Group

Private Bag X5 | Tyger Valley 7536 | Email client.services@glacier.co.za | Tel +27 21 917 9002 / 0860 452 364 | Fax +27 21 947 9210 | Web www.glacier.co.za | Reg No 1999/025360/07

Licensed Financial Services Provider | Glacier Financial Solutions (Pty) Ltd. is also a Licensed Discretionary Financial Services Provider FSP 770, trading as Glacier Invest | Sanlam Multi-Manager International (Pty) Ltd. | A member of the Sanlam Group

Private Bag X8 | Tyger Valley 7536 | Tel +27 21 950 2600 | Fax +27 21 950 2126 | Web www.smmi.com | *Reg No 2002/030939/07
Licensed Discretionary Financial Services Provider, acting as Juristic Representative under the Glacier Financial Solutions FSP 770
Glacier International is a division of Sanlam Life Insurance Limited
Sanlam Life Insurance Ltd. | Email life@sanlam.co.za | Tel + 27 21 916 5000 / 0860 726 526 | Fax +27 21 947 9440
Reg No 1998/021121/06 | Licensed Financial Services Provider