

# Fisher German response to COVID-19 (Coronavirus)

## 1. Prevention of COVID-19 at Fisher German offices

Fisher German colleagues are being regularly updated with information about COVID-19 including:

- ✓ Tips for hygiene
- ✓ How to spot symptoms of the virus
- ✓ What to do if they suspect they have the virus, or have come into contact with someone who has the virus
- ✓ Travel advice for affected regions

The information shared has been guided by World Health Organization advice and announcements and updates from the UK Government. A combination of emails, intranet notices and safety alerts via Safety, Health & Environment (SHE) reps at every office has been used to effectively communicate these messages.

### Tips for hygiene

In line with guidance, information has been shared with colleagues to demonstrate effective methods for hand washing. In addition, SHE reps at each office are monitoring levels of soap and sanitiser to ensure colleagues have access to anti-bacterial products and ongoing conversations are taking place with our cleaning contractors to ensure office cleanliness.

We ask that our clients do not take offence if Fisher German employees suggest alternative means of meeting, for example video conferencing instead of face-to-face, or if they prefer not to shake hands when they greet clients. We hope you will understand the requirement to be vigilant.

### Travel advice

Any Fisher German colleague returning from one of the affected regions must call NHS 111 and speak to our HR team before returning to work. The latest travel advice now advises against all non-essential travel outside the UK, so we do not expect any of our colleagues to continue with future travel plans until this advice changes. None of our colleagues have any international client obligations.

### Self-isolation

There is a self-isolation procedure in place to help identify instances when colleagues should self-isolate and how best to protect their own wellbeing and that of colleagues and clients. This is being regularly reviewed in line with advice from the World Health Organization and UK Government. This now includes the requirement that any colleague showing symptoms of a new, continuous cough and/or a temperature above 37.8C must self-isolate at home for a minimum of 7 days. It also includes the need to self-isolate if a household member shows these symptoms. All colleagues must have confirmation from the HR team that they are able to return to work before re-entering our offices.

## Business continuity

As you would expect, we have a robust business continuity plan in place which is being regularly reviewed in line with advice from the World Health Organization and UK Government. We would like to assure clients that the large majority of our colleagues have the means to work from home should they be required, and we have already rolled out extensive IT infrastructure including:

- ✓ Replacement of desktop computers with laptops – 99% of employees now have access to laptops to work from home should the need arise.
- ✓ Phone diversions in place from landlines to mobile phones, so calls will not be interrupted.
- ✓ Increased capacity of Virtual Private Network (VPN) to enable all colleagues to access simultaneously if required.

Fisher German's Management Team comprises four senior leaders based in different locations. They are liaising regularly in relation to the business continuity plan and are directing the business response in line with World Health Organization and UK Government recommendations.

## Cross-office contamination

In order to prevent the likelihood of COVID-19 spreading across our office network, we have put in measures to limit face-to-face meetings which involve colleagues from multiple offices unless deemed business critical. Instead colleagues are encouraged to use video and telephone conferencing facilities. In addition, colleagues who would usually work between a number of our offices are being asked to limit travel to only their local office, ie the one they visit the most, in order that we can better track contact between colleagues in the event of a confirmed case of COVID-19.

This is the case for any colleagues who continue to work from our office locations. A large number of colleagues are now working from home locations following the latest advice from the UK Government. Please see below for more information about home working and service delivery.

## 2. Service delivery

At this stage, we do not expect the delivery of our client commitments to be impacted by COVID-19. Our clients will be the first to know if this expectation changes in the future.

All instructions are Partner led. Multiple Partners oversee all service lines with the ability to step in as required to provide support and advice to clients and colleagues.

In addition, all Fisher German colleagues have the experience and ability to work across teams, offices and service lines to provide support in the event of significant numbers being unable to carry out their normal work duties, for example due to illness. We also have internal and external IT expertise capable of supporting our infrastructure systems in various scenarios.

The vast majority of our services can be delivered without reliance on any single supplier. As we do not provide products, we are not expecting to experience any supply chain issues.

## Home working

Following the latest advice from the UK Government, we have moved some of our teams to home working. Where it is not possible for colleagues to work from home due to the nature of their work, we will have people in our offices to ensure continuity of services. We believe that enabling as many colleagues as possible to work from home also makes our offices safer environments, so those who

continue working from office locations are less likely to be affected by the spread of the virus. This will remain under review and in line with Government advice.

### Impact of school closures

Following the announcement that schools in the UK will be closing after 20 March, our colleagues who have childcare responsibilities have been informed of the various options available to them. Our default position is to offer flexibility of hours to enable all who can and want to work to do so. This may mean that some colleagues are working earlier or later in the day than usual or are working some days and not others. Where possible, we will ensure you are notified in advance if your usual contacts are not available and ensure you know who else you can contact in their absence. We have a diverse workforce readily available to fill in any gaps as a result of school closures and we are confident that you will not notice a difference in our ability to deliver your service requirements.

### Site visits

At this stage we will continue to conduct site visits providing that our colleagues are not presenting any symptoms of COVID-19 and our clients are happy to go ahead with the meeting. We may contact you in advance of the meeting to confirm arrangements and may ask questions to confirm no-one attending the meeting has recently been to an affected region or has any of the symptoms of COVID-19.

If any of the parties are unhappy to go ahead, our teams will arrange a telephone or video conference call instead where this is possible.

### Getting in touch

You should continue to get in touch with your usual Fisher German contacts. We would like to remind clients that contact details including mobile numbers for key colleagues are listed on the Fisher German [website](#). If your call is not connected at any time, please refer to the website to find an alternative phone number or contact. You can filter by office for your convenience.

### Additional client support

Where clients have urgent property services requirements due to internal resources being impacted by the COVID-19, we are able to assist. Please discuss any requirements you currently have - or expect to have in the coming weeks - with your Fisher German contact at your earliest convenience.

## 3. What you can do to help us maintain our levels of service

We are in unprecedented times of difficulty and it is possible that resources will need to be deployed that you will not be familiar with, for instance someone other than your usual contact providing your usual services. We will attempt to make you aware of this in advance but should matters develop rapidly this may not always be possible. Partners will be available as required to deal with urgent requirements.

### Your contact information

It is beneficial for us to know if any of your contact details have recently changed or if key personnel within your business have changed roles or moved on. If you have the time to notify us of any changes we will update our records accordingly.