

# Fisher German response to COVID-19 (Coronavirus)

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

Since the initial outbreak of Covid-19 Fisher German colleagues have been being regularly updated with information about the virus, Government regulations, hygiene advice and working practices.

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 travelling abroad is aware of the necessary self-isolation period for most countries. Clear guidance is in place stipulating the responsibilities of colleagues who have client commitments, to ensure these are met first and foremost.

The latest travel advice now advises against all non-essential travel, 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.

All colleagues are required to inform the HR team if they have tested positively for Covid-19 or are self-isolating and must have confirmation from the HR team that they are able to return to work before re-entering our offices or any client sites.

### 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 Leadership 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.

During periods of national lockdown, colleagues are discouraged from working within our offices if they have the capability to work from home, in order that only those who absolutely require an office environment can do so safely.

Please see below for more information about home working and service delivery.

## 2. Service delivery

So far throughout this pandemic, our client commitments have not been 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 do not expect to experience any supply chain issues.

### Home working

The vast majority of colleagues are working from home. 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

During periods of national lockdown in which schools are closed, 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

We will continue to conduct site visits in line with Government and Public Health England guidance providing that our colleagues are not presenting any symptoms of COVID-19 or self-isolating, 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.

Colleagues are closely following the relevant advice issued on safe working practices on site and in other people's homes as instructed by the regulatory bodies.

### 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 or months - 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.