

19 March 2020

## **Our response to COVID-19 and our continuing commitment to our customers**

In the current climate, with the world facing unprecedented challenges in dealing with the outbreak of COVID-19, we at Derwent London remain fully committed to providing services to our customers. We have spent much time reviewing our business continuity plans, to ensure that we are in a position, supported by technology and the commitment of the whole Derwent London team, to be able to deliver continuous services to our customers.

We have a dedicated steering group, headed by our CEO, Paul Williams, committed to providing the appropriate response as the situation evolves.

### **Our Business Continuity Procedures**

We continue to routinely test our procedures to enable our staff to work and communicate remotely, ensuring that the right technology, tools, support and guidance is available to our staff, no matter where they are working from.

We can utilise video conferencing and calling from any location and all our employees have secure, remote access to our systems. We continue to be accessible via telephone and email, no matter the circumstances, to support our customers.

We work closely with our supply chain to ensure their business continuity strategy is equally robust so that all required services also continue to be provided without interruption.

### **Protecting our Building Communities**

The health and wellbeing of our customers, our staff and our supply chain remains our top priority. To this end, we have implemented several procedures over recent weeks to ensure that as far as possible, we are able to provide safe working environments across our portfolio. In brief, the measures implemented are:

- Provision of alcohol-based hand sanitizer throughout the common areas of our portfolio.
- Ensuring the provision of anti-bacterial soaps within common area washrooms.

- Increasing our routine daily cleaning regime to incorporate hourly anti-bacterial wipe downs of all touch points within our common parts, for example, door handles, lift buttons, keypads.
- Displaying posters and advice issued by the World Health Organisation throughout our portfolio.
- We have communicated throughout all our buildings, the notification procedures for potential cases of COVID-19.
- We have a response plan for an automatic deep clean of our common areas on being notified of a positive test result. Following the recent change in government advice and the scale back of routine testing, we will be moving to regular two weekly deep cleans of common parts.
- We have been working closely with our supply chain and we have procured enough stocks of hand sanitizer, soaps and toilet roll to ensure our buildings will continue to receive appropriate provisions.
- We continue to follow the official guidance and we confirm it is not currently our policy for any of our buildings to be closed.

### **The coming weeks**

Events and official advice are likely to be changing at pace and we will continue to monitor events closely.

As circumstances evolve, please know we will be doing everything we can to manage and respond to this crisis, with the safety of our employees and our customers as our absolute priority.

By working closely together, we aim to minimize any disruption to your business communities.