



HAUCK & AUFHÄUSER

PRIVATBANK SEIT 1796

## Set of measures to protect against Coronavirus

In view of the growing spread of the coronavirus, the associated current danger situation as well as the latest regulations of the Federal Government, we would like to provide you with more detailed information on the measures we are undertaking to ensure that our business operations, and thus the full functionality of our systems and processes, as well as the readiness of our employees, are fully guaranteed – also in the event of illness and/or quarantine measures.

### **Preface**

At regular intervals, we have encouraged all employees to comply with the regulations of the Federal Government both in their private lives and in their professional environment. On March 22, the federal government issued a comprehensive ban on private contact, which essentially calls on people,

- to reduce contacts to a minimum, and thus
- to refrain from gatherings of more than two persons (except family)
- to maintain a minimum distance of 1.50 m with other persons in public.

Even though these rules primarily concern the private sphere, we will also apply them accordingly in the professional context.

### **Business Continuity Management (BCM)**

Hauck & Aufhäuser has a comprehensive BCM programme to protect the bank from potential risks and damages or to mitigate them. In preparation for a corona pandemic, a concrete plan of action has been developed to limit the risk of infection resulting from a spread of the corona virus.

### **Health and safety**

- Extension of the disinfection possibilities at receptions and toilets and disinfection of door handles, window handles and handrails during the daily cleaning of the offices.
- Weekly disinfecting basic cleaning from week 12 and extension of the hygiene measures.
- For employees returning from vacation, further measures have come into effect since week 10, such as information obligations when returning from a risk region and mandatory home office work for 14 days.
- Internal instructions have already been issued to our employees for the protection of the business process and the health of the employees, which include a basic ban on business trips, the replacement of physical meetings by telephone or video conferences, both external and internal, until further notice.
- This also includes business trips between locations.
- Customer/service provider appointments are cancelled until further notice.
- External staff (auditors, consultants, etc.) are no longer permitted to work in the bank's offices.
- Visits to trade fairs, specialist or external customer events are prohibited until further notice.
- Employees with previous illnesses (such as cardiovascular diseases, diabetes, diseases of the respiratory system, liver and kidney, and cancer) are at increased risk of serious illness and remain in the home office as a precautionary measure.
- Decision-makers are also subject to all the regulations listed.

- With the aforementioned preventive measures and voluntary quarantine by home the office activity, business operations including all back office areas and functions can be maintained in the event of a crisis.

### **Ensuring banking operations**

- Currently, approximately 80 percent of our colleagues have been working from home. This ratio has been successively increased at all locations.
- Our infrastructure now enables a home office quota of over 90 percent, which ensures that all services are guaranteed. This applies to all of the bank's central processes (e. g. trading platform, portfolio management, etc.), regardless of location (Germany and Luxembourg).
- Existing emergency workstations (so-called back-up centers) at the main locations be filled at short notice.
- As a general rule, our critical processes are handled by several employees, who cannot potentially infect each other due to the current separation of employees. Central processes at the locations can be staffed at any time from this group-pool.
- We are in permanent close contact with stock exchanges, trading centers and customers about their emergency programs.
- Our services to customers are not currently influenced by this. Should restrictions nevertheless arise, the customers affected will be informed promptly.

### **Communication measures**

- Our relationship manager are constantly at your service and are your first point of contact for asset issues and questions concerning the Corona crisis.
- On our website [Corona-Updates](#) you can find daily updates on the economic situation, stock and bond market reports, recordings of our regular market calls as well as further detailed information for clients and business partners.
- The next Market Update Call will take place on March 26 2020 at 4 pm. The registration is possible via our [Website](#).

Furthermore, we are providing all our partners and customers with regular mailings. If you have any further queries, you may contact us in the following ways:

- For clients and business partners of our bank: [corona@hauck-aufhaeuser.com](mailto:corona@hauck-aufhaeuser.com)
- Other inquiries: [info@hauck-aufhaeuser.com](mailto:info@hauck-aufhaeuser.com)