

Polar Capital continues to closely monitor the situation regarding COVID-19 (Coronavirus) taking into account guidance from the Public Health England (PHE), the World Health Organisation, the National Health Service (NHS) and the UK Government and regulators. Throughout this period, the health and well-being of our clients, vendors and employees remain our top priority. I want to share our approach to business continuity, how we are managing risks and how we are addressing COVID-19 specifically.

1. Client commitment and communication

We would like to assure clients that we are focussed on maintaining high standards and delivering a premium service in these exceptional times. Where necessary we are adapting existing work practices to ensure the health of our staff and continue the smooth operation of the business.

In terms of communication with clients and business contacts, we are encouraging the use of telephone, video conferencing, Zoom, etc. where a physical face-to-face conversation may be inappropriate. We are in constant communication with business partners and staff to ensure business continuity and to share information.

2. Business continuity

Polar Capital's Business Continuity Plan includes provision for ensuring staff can work from home and, with immediate effect, all members of staff are, at their own volition, able to work from home. Ahead of this, we tested scenarios of restricted access to our London head office as well as our overseas offices. We are providing further resources where required, including additional laptops and desktop PCs, to allow staff to work at home.

We are ensuring our cybersecurity remains strong with any additional access from home heavily scrutinised to ensure security policies are adhered to.

We continue to carry out reviews of third-party suppliers' preparations, including software and technology suppliers, as well as contacting all business-critical service providers for information regarding their preparedness and business continuity plans with regards to COVID-19.

3. Travel

All business travel to affected areas has been cancelled and we will allow essential travel to non-infected areas in only very limited circumstances. Staff and visitors with recent connections, directly or indirectly, to affected areas are being asked not to come into the office.

Where personal travel is concerned, we are asking staff to follow the same Public Health England, World Health Organisation and UK National Health Service guidelines and discuss their options with their line manager.

4. Office closure

With effect from 24 March, Polar Capital's London office is closed and all staff are working remotely. Measures had already been put in place to allow working from home/remote access with cybersecurity measures and so on subsequently implemented in full to ensure business continuity and the provision of continued client service.

Senior management continue to review all arrangements with regards to coronavirus daily.

Gavin Rochussen
CEO, Polar Capital

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