

Outlining our business planning

Responding to the Coronavirus

Be assured the following apply:

- LGIM has contingency plans in place to deal with a wide range of business continuity scenarios
- We are advising our employees to avoid non-essential business travel and have implemented an international business travel ban which will be continually reviewed
- We are monitoring the situation as it evolves, assessing guidance that is published by government agencies and will remain flexible in our response

Frequently asked questions

1. Why is LGIM making this communication now?

We are responding to the spread of coronavirus cases across the globe. Based on this, we believe this is a sensible time to update our clients and customers on our business continuity planning in response to this virus.

2. What is LGIM doing to respond to the coronavirus?

Throughout the duration of this outbreak, our Major Incident Team has been meeting several times each week to monitor the progress of coronavirus and plan our response. This team agrees the advice to give to our employees, and it's looking at how we'll act in a number of scenarios.

In addition our Business Continuity team has been running a number of scenario tests to ensure we can continue to manage and service your assets, in the event of an office closure or a significant numbers of LGIM staff becoming unwell. We are confident that we can do so.

3. What arrangements (if any) have been put in place by your investment managers and member servicing teams in case of office closures, enforced isolation of employees, or employee illness?

We are confident that our business continuity planning will ensure that our business and client service continues to operate as normal should we be forced to close an office. We have in the past weeks re-tested our remote work access across all our operations, including trading, investment management and member servicing and have considered multiple means by which we will continue to support all aspects of our client business.

Currently we have given our employees in all Asia-based offices the option of working remotely; many are availing themselves of this option which helps us to further test our business continuity plans. We are also monitoring the situation in mainland Europe, where employees are working from home where appropriate, most recently in Italy.

Obviously we are continuing to monitor the situation as it evolves, and will stay flexible to accommodate whatever changes are needed should there be further escalation and a more comprehensive response needed.

4. Does the firm have a policy to help reduce the risk of people contracting the virus?

We have implemented a number of policies as the health and wellbeing of our employees, clients and customers as always is our priority. We have regular communications to our employees outlining the recommendations from the government which is in the "Contain" phase of its coronavirus response plan.

We have suspended all international business travel and encouraged all employees travelling back from overseas to follow the advice given on the Government's Coronavirus website, especially the Returning Travellers section. In addition we have implemented our business continuity plan to split teams into two groups with one group working remotely for a week and the other working on-site before rotating. The aim of splitting teams into two groups and retaining a physical separation between both groups at all times is to reduce the possibility of entire teams contracting the virus at the same point in time.

5. How does your travel response differ from the advice given by public health bodies?

There has been no specific advice from the UK authorities on business travel. We had already been advising our employees to avoid any non-essential business travel and feel that this is a natural evolution of this approach given the rise in the spread of the virus and as a sensible precaution for protecting our employees.

6. How does this compare to the advice given by other companies to their employees?

We are aware that the Investment Association is drafting advice on behalf of the wider asset management sector; in the meantime, we wouldn't comment on the actions taken by other companies. Everyone's approach will differ based on several individual factors, such as international footprint, volume of business travel, number of employees and the nature of their business activities. We are aware that other companies have taken similar decisions but have taken this step only with LGIM and L&G group's circumstances, and the wellbeing of our own employees, in mind.

7. What guidance have you given to employees currently abroad on business?

We have asked them to complete their business trips as planned and return safely to their country of residence as soon as they are practically able to do so.

8. When will this travel suspension end?

We will review the suspension daily in the light of guidance from public health authorities and other information about the spread of the virus, both medical and logistical.

9. What about business travel within countries?

For travel within countries, we are following the advice given by local health authorities. For the US and UK, at present, there are no restrictions on travel within these countries. We will monitor this situation and adapt our approach as appropriate.

10. Are you able to continue all functions of your business in the event of an office closure?

We are confident that we can support all business functions as evidenced annually through our rigorous business contingency planning and testing framework. In preparation for an office closure, critical staff supporting Important and Critical Business Services are validating work from home capabilities ahead of any office closure. Testing has included multi-day work from home across the business to ensure that all of our processes can be supported.

11. What plans do LGIM have in place should you experience a significant number of staff off sick at the same time?

All key staff supporting Important and Critical Business Services have been identified and in addition the minimum number of staff required to support each business area has been validated. We are confident that our business contingency planning and testing will ensure that our business operations continue.

12. What due-diligence have you undertaken on your key suppliers?

LGIM regularly undertake due diligence assessments of all critical suppliers which includes assessing business contingency arrangements. We are engaging with key suppliers considering the current events. We are confident regarding our key suppliers ability to support our business operations.

Contact us

For further information about LGIM, please visit lgim.com or contact your usual LGIM Client Relationship Director.



Important information

The value of an investment and any income taken from it is not guaranteed and can go down as well as up, you may not get back the amount you originally invested.

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