

**AVISON
YOUNG**

Our Response to COVID-19 (coronavirus)

Overview

COVID-19 (coronavirus)

COVID-19 (coronavirus) is a newly identified respiratory virus.

During recent weeks, the COVID-19 disease caused by the SARS-COV-2 coronavirus has emerged as a humanitarian issue of global significance, with hundreds of thousands of people and their communities affected. As the situation continues to evolve, businesses and governments are responding to the threat, with increased likelihood of material economic impact reflected in significant capital markets adjustments.

Where can I go for reliable information?

Please consult these reliable and often-updated sites:

[World Health Organization](#)

[Government of Canada](#)

[U.S. Centers for Disease Control and Prevention](#)

[European Centre for Disease Control and Prevention](#)

[U.K. Government](#)

[Johns Hopkins University COVID-19 Case Tracker](#)

Our Response to COVID-19

At Avison Young, we care deeply about our employees, our clients and our communities, and take the evolving and global nature of the coronavirus very seriously. We are focused on ensuring our people and our clients are supported with information and resources; closely following the recommendations of the world's leading health organizations and their containment objectives; and implementing our business continuity plans in response to the developments. While the risks and long-term impacts of coronavirus are hard to quantify and change day-to-day, we are taking the appropriate steps and continue to actively monitor the impact the virus may have on the communities we serve.

Read more on how we are **helping support our people and our clients**, and an **update on our travel and event attendance** in our full response [here](#).

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FAQs

General Information about COVID-19 (coronavirus)

What is it?

COVID-19 is a newly identified respiratory virus. The virus is contagious and potentially fatal. It is suspected that it is transmitted through coughing and sneezing by infected individuals. At the present time, there is no vaccine, cure, or specific treatment.

How is it spread?

Health authorities have not confirmed how COVID-19 is transmitted, but suspect it is spread person to-person. There is also evidence that the virus has been spread by animal sources, including individuals with links to seafood or animal markets. They do not believe you can get it from air, water or food.

What are the signs and symptoms?

Individuals infected with COVID-19 have displayed the following symptoms:

- Mild to severe respiratory illness
- Fever
- Cough
- Difficulty breathing

General Information about COVID-19 (coronavirus)

How can I protect myself?

Because there is currently no vaccine to prevent infection, the best way to protect yourself is to avoid being exposed to this virus. The WHO and CDC recommend the following additional steps:

- Wash your hands often with soap and water for at least 20 seconds. Use an alcohol-based hand sanitizer that contains at least 60 percent alcohol if soap and water are not available
- Avoid touching your eyes, nose and mouth with unwashed hands
- Avoid close contact with people who are sick
- Stay home when you are sick
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash
- Clean and disinfect frequently touched objects and surfaces

What happens if I suspect I or someone I know has it?

If you exhibit symptoms of coronavirus within two weeks of traveling to a known affected region, you should contact a health care professional and mention your recent travel. If you have had close contact with someone exhibiting coronavirus symptoms who has recently traveled from a highly affected area, you should call ahead to a health care professional and mention your close contact and the person's recent travel. Your health care professional will work with your country, provincial or state's public health department to determine if you need to be tested.

COVID-19 and our business continuity plans

Are your staff able to work remotely?

We are instructing our employees to work from home where possible and only come into the office if necessary. During this temporary arrangement, we are open for business and committed to fulfilling our responsibilities to our clients. In taking this social distancing step, we aim to support the World Health Organization's containment and delay objectives for the benefit of our

people and our broader networks, while maintaining productivity and business continuity.

Given the global nature of Avison Young, all guidance on working from home is managed at the local level to ensure continuity and that we can continue to deliver for our clients.

How is AY prepared to respond?

It is important to know that we have business continuity plans in place, detailed in our statement linked to on page 3, and are taking a planful, proactive approach to respond to the coronavirus.

COVID-19 and our business continuity plans

How are you planning to maintain operations day-to-day?

We remain committed to business as usual and delivering the quality service and counsel that our clients expect from us. We have in place, as you would expect, a corporate Business Continuity Plan. As part of that, we have evaluated and put necessary steps in place to continue to provide our accounting services either from our other offices or remotely. We have also undertaken a thorough review of our supply chain, and we are working with key vendors and service providers to maintain services to our buildings.

How are you communicating in your buildings?

We are, where we are responsible, placing sanitizer and notices in offices to encourage proper hand washing, as this also assists with the annual common cold and flu infections. All guidance being provided is in accordance with the measures suggested by global and national leading health organizations.

Additionally, we are communicating directly with building ownership and tenants on our response and action plans for their locations.

Who can I contact if I have questions?

Should you require any further information, please do not hesitate to reach out to your regular Avison Young contact(s).