

Managing the consequences of COVID-19 Our Code of Conduct

We are an infrastructure and real estate investment manager with over 250 investments globally. Many of these are Public Private Partnerships in the UK, Europe, North America and Australasia providing essential infrastructure for the benefit of users in those regions. Our portfolio includes many hospitals supporting the delivery of core health care and assets which are critical to people's everyday lives in other ways. This includes the provision of public sector accommodation, transport infrastructure in the road and rail sectors and the generation, storage and distribution of sustainably generated electricity.

COVID-19

The emergence of the coronavirus infection is affecting each-and-every citizen in the countries in which we operate. In order to protect their populations, our public sector clients are taking on significantly increased burdens particularly in the delivery of health services. As an asset manager, acting as the steward for investors in essential infrastructure and real estate that support public sector services and communities, we have a key role in ensuring the highest possible levels of availability and reliability of these assets is being maintained.

Our priorities

Given our responsibilities, we have set out our priorities in response to this crisis:

- **Health and well-being** of our staff, the end-users of our assets, our clients, stakeholders, and our delivery partners.
- **Needs** of our clients, the end-users of our assets and other stakeholders and to prioritise asset quality, availability and flexibility.
- **Financial stability** and sustainability for our investors, many of whom are pensioners who rely on the income generated from our assets for their livelihoods.
- **Act with integrity** as a responsible investor who takes responsibility for environmental, social, economic and governance impacts.

Our Commitments

Reflecting our priorities and corporate values, we have set out commitments as to how we will manage our assets in response to the COVID-19 crisis:

- **Continuity of service:** certainty and quality of service delivery is key to a project's long-term success; in a crisis it is of visceral importance. The unimpeded availability of our assets and delivery of related services is our utmost priority.
- **Expedite all emergency requests:** where clients require emergency changes to support their crisis response, we will to the full extent of our abilities proactively engage with our contractors and other stakeholders to ensure this is delivered at speed.
- **Integrity:** as we support the demands of our clients, we seek to ensure that the general public or our public stakeholders are not taken advantage of financially or otherwise as a result of the crisis.
- **Partnership approach:** we encourage our partners and contractors to adopt our approach towards expedited delivery of emergency requests, continuity of service and integrity.
- **Community engagement:** we prioritise our charitable resources to promote health and well-being, improve social mobility and contribute towards the reversal of adverse climate change. We extend financial support to these initiatives from a newly established GBP 1m community engagement fund.