

Below are the precautionary steps we are taking as a business to ensure that we are able to continue providing our services to you, particularly in the event that we are forced to close our offices should the situation regarding COVID-19 deteriorate further.

Over the past few weeks we have spent a significant amount of time designing and testing contingency plans so that we can rapidly adapt and continue to operate as close to “business as usual” as possible.

We have outlined some of the specific actions we have taken below:

### **Health and well-being**

Our current priority must be the health and well-being of our clients, our team members and all our families.

We have been sending regular updates to our teams, following the guidelines issued by the Government and various health organisations. We have introduced regular wipe downs of all communal areas and equipment across all our offices throughout the day, as well as supplying hand sanitising gels and antibacterial wipes.

At the point of writing, we have not had any confirmed cases of Coronavirus in any of our offices. A few people in our teams have self-isolated, having either travelled recently or because of mild flu-like symptoms, but I must stress that these are all currently considered low risk and precautionary.

### **Remote working**

A significant part of our preparation has been extending the systems and processes we already have in place to enable as many of our team as possible to work remotely.

We have provided the necessary tools and technology to enable staff to continue working as normal and continue to communicate effectively with clients and each other. When working remotely, our team have full access to all our IT systems – as though they were sat at their desk in our office.

Our finance team are set up to continue to be able to process and complete any necessary financial transactions in a safe and secure manner.

### **Phones and our switchboard**

Our switchboard numbers will continue to work as normal but in the event of an office closure will be forwarded to several dedicated mobile phones which will be answered by our receptionists. They will take the caller’s details and arrange for the relevant team member to call you back.

We are also able to forward all direct dial numbers to our team members’ mobiles or alternative numbers.

### **Post**

Where possible we are encouraging electronic communication, but we acknowledge that there are certain documents that can only be sent by post.

In the event of an office closure post will be checked as often as we are able, but there may be some delay in getting this to the correct team member. With remote working, our ability to respond by post will also be limited and will take longer.

## Next steps

We are monitoring the fast-moving situation closely. We will ensure that we respond quickly, sensibly, and appropriately to any developments.

We will update you all again if we have further substantial updates, but please do contact your main contact here if you have any concerns about your specific circumstances.

Until then, we hope you and those close to you stay safe and well.