



### Important Information about COVID-19

Firstly, we hope you and your families are keeping safe and well. We appreciate that you will have received several communications regarding Covid-19 and the impact this has had on businesses, however, we wanted to confirm what actions we have taken and intend to take to ensure our staff and clients are safe during these difficult times.

Since lockdown began all staff have been working remotely from home in order to keep them and our clients as safe as possible, whilst continuing to provide you with a normal level of service.

As the lockdown measures are being eased it is our intention to return to working at our office premises, but only when it is deemed safe to do so.

We have already put measures in place in preparation, such as:

- Moving our desks so that staff are not facing each-other and perspex screens will be installed in between desks.
- Hand sanitiser, anti-bacterial surface spray and wipes will be readily available.
- We have not been carrying out face-to-face meetings, instead offering telephone/Zoom/Skype or Facetime reviews as an alternative if your regular review is scheduled, until further notice.
- When we return, the number of staff working in the office at the same time will be restricted.
- Our phone lines have remained open throughout, however, working remotely may result in short-delays when it may be required to phone you back to answer any specific queries whilst we as a team communicate via remote channels rather than face-to-face.
- When we do resume face-to-face meetings, our meeting room will be regularly cleaned before and after meetings and we will be limiting the number of clients in the meeting room to a maximum of two at a time. Hand sanitiser and surface wipes will also be readily available for use.

We hope you will bear with us and that you will be reassured of our commitment to you.

Please feel free to contact any members of our team with any questions using the normal phone number or via email.