

CLIENT COMMUNICATION - COVID-19 UPDATE 20th March 2020

We are sure that you are as concerned as we are about the COVID-19 virus and the potential impacts it could have on you, your business, employees, customers and all our families.

As a responsible firm, the health, safety and wellbeing of our clients, their employees, our employees, our business contacts and all their families has to take the highest priority.

As a consequence, we have taken a number of significant measures about which we would like to keep you informed about and we will continue to keep you apprised of the actions we take in the current extraordinary situation.

To minimise the risk of infection as far as possible, we have been following the guidelines issued by Public Health England, which include increased hygiene precautions, safeguarding our contact with at-risk clients and team members and implementing work from home policies where able.

As part of our COVID-19 risk measures, we have also reviewed our client communications policy. It is important that we do all that we can to keep our community protected and reduce the spread of COVID-19.

To ensure we are able to support our clients and maintain our usual high standard of service during these extraordinary times, we shall, wherever possible, be switching to telephone, e-mail, client portal or cloud-based services. This switch will also allow us to maintain services whilst team members work from home.

Until further notice, we also advise that face to face meetings will be changed to telephone or online meetings wherever possible. There are a range of different online tools such as Microsoft Teams Meetings, Skype and WhatsApp which allows us to provide the same high standard of service you have come to expect.

If it is necessary, we may see clients face to face if we receive confirmation of the following:

- You do not have any of the symptoms typically associated with COVID-19- cough, high temperature, shortness of breath
- You have not travelled to any of the affected areas in the past 14 days
- You have not come into close contact with anyone suspected or diagnosed with COVID-19, nor undergone self-isolation in the past 14 days due to COVID-19 symptoms displayed by someone in your household

We would also ask that all our clients who may fall within the governments identified persons at increased risk groups seek to ensure our contact with you does not put your health at risk. We would ask that you seek telephone assistance with our team to identify how best we can continue to assist you during these unforeseen and difficult times.

Please also refer to the latest information supplied by both www.gov.uk and www.nhs.uk.

We hope that you understand the precautions we are undertaking are to keep our staff and our clients safe and healthy. The above changes will be kept under constant review.

If you have any queries, please don't hesitate to contact us.

Kind regards

Horne Brooke Shenton Partners and Team