

Important Update from the Partners

Covid – 19

17 March 2020

The Partners at Cuff & Gough LLP are taking precautionary steps to ensure that business can continue

In the exceptional event that we are forced to close our office should the situation regarding Covid- 19 deteriorate and we are forced by the government to take this course of action we can outline the steps we have taken and intend to take as follows

Hygiene and Health

Our priority is the wellbeing of our staff, their families and our valued clients

Our staff are regularly updated via our HR Consultant with all the latest government guidelines and those issued by the Chief Medical Officer. We have had our office deep cleaned and have introduced daily wipe downs across the office with particular attention to communal areas door handles and the door buzzer . We have supplied hand sanitiser and anti bacterial wipes in the firm

At the point of writing we have not had any sickness in the office and we have no members of staff currently self isolating

Working from home

It is not our intention to close the office and our team are committed to do whatever is necessary to keep the business running as smoothly as possible. We are making arrangements for key members of staff to work remotely should the need to self-isolate arise

Our Practice Manager will also be set up remotely to ensure that all financial transactions can proceed in a safe and secure manner

Phones and Switchboard

Our phones will continue to work as normal but in the event we have to close the office the calls will be directed to a dedicated mobile and an offsite telephone answering service which we already have in place to take any overspill phone calls. Details of the call will be taken and arrangements will be made for the relevant member of our team to call you back

Post

Where possible we are encouraging electronic communication but we acknowledge that certain documents have to be original form and sent by post

In the event of an office closure the post will be checked as often as we are able but you will appreciate there may be a delay in getting this to the correct team member.

If we are remote working our ability to respond may be limited and take longer than our normal service standards

Keeping you updated

We are monitoring this fast- moving situation and unprecedented situation closely . We will respond quickly and sensibly to any further developments

We will update you as soon as there is anything substantial to report and please do not hesitate to contact your relevant team member directly if you require clarification on any point

We hope you and those close to you keep well

Best wishes

Deborah Phillips & Jeremy Cuff

Cuff & Gough LLP