

GRENFELL JAMES ASSOCIATES – COVID19 POLICY March 18, 2020

In response to the Government recommendations, we have prepared our policy on COVID-19. We will continue to monitor this closely and follow the advice provided by the Public Health Authorities and will update the policy as things change.

Office opening

The office will remain open, but with the team working on a rota system to minimise the number of people in the office on a daily basis. They will also work 2 meters apart from each other. We have implemented a remote working policy, providing all the equipment required, for the rest of the team to work from home. Please rest assured the business is operating as normal through this difficult time.

Contacting the team

The team will be responding to emails as normal. If they are off sick, you will receive an out of office and the contact details of one of their colleagues provided. If you wish to speak to a team member and you know their mobile number, for the senior team this is in the footer of their emails, please call them directly. Alternatively, please call the office and the call transferred to people working at home or an arrangement made for a call back.

Record drop off or collection

It is very important that clients are able to drop off or pick up records as normal. We would appreciate clients calling the office in advance rather than just dropping in but we know that is not always possible. On arrival, we will ask you to leave any records you are dropping off in the reception area or in the inside space between our two entry doors. Likewise, when collecting records, we will leave them in the space between the two doors or in the reception. We have instructed our team to maintain a distance of 2 meters from visitors at all times.

Meetings

Due to government advice, we have now postponed all face-to-face meetings. We are fully set to host online meetings or conduct them over the phone.

Team, client and visitor wellbeing

The safety and wellbeing of our team, our clients and our visitors are our top priority and we are ensuring all suitable precautions are in place:

- Team members attending the office are required to wash their hands on arrival and regular intervals throughout the day. We are also providing anti-bacterial hand gel throughout the building.
- Any team member displaying any symptoms or if anyone in their household display symptoms they will be required to stay at home for a least 14 days to protect others. If they are not ill themselves, they will work from home as normal.
- Any members of the team, or visitors that have travelled to a designated lock down area in the last 14 days will be unable to enter our office.

Please rest assured that Grenfell James is open for business as normal and we are fully committed to helping our clients and associates through this difficult time for us all.

We will keep you updated if our policy changes, following government advice or guidance.

If you would like to discuss any of this article in more detail, please contact the office
Kind regards
Grenfell James Associates