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Dear Client

## **RETURN TO OFFICE BASED WORKING**

We would like to highlight how grateful we are for your understanding and flexibility over these difficult last few months and hope that we have been able to provide the support and guidance you have needed.

After careful consideration and carrying out the necessary risk assessments, we have decided that both offices will open on 3rd August 2020 in accordance with Government advice, with the aim to return to as close to normality as restrictions and guidance allow.

Our decision is based primarily on our ability to maintain a very low risk environment for transmission, but also recognition that home working does have some impact on the service we are able to provide.

This plan which is based on current conditions, restrictions and guidance will be subject to ongoing review and adapted accordingly to meet developments as they present.

## **THE OFFICES**

We have large, spacious buildings and in our assessment the size of the rooms mean that there will be no need for new physical barriers or screens. We will instead rely on social distancing measures and enhanced cleaning and hygiene.

## **ACCESS**

Both offices have one client entry point with an outer and inner door. During office hours the outer door will be open, but the inner door will be closed and will display a sign for visitors.

At the Penzance office, visitors will be able to enter the inner door to reception as the room is spacious with a physical barrier to ensure appropriate social distancing.

At the Newquay office, visitors will be able to enter the inner door to the hall outside reception, but access to reception will be blocked as we judge the room too small to adhere to appropriate social distancing.

## **VISITORS**

Clients will be able to see members of staff in Penzance reception or in the hall outside Newquay reception, provided they remain appropriately socially distanced. We would urge that visits be kept as brief as possible.

## **Interview room meetings**

Client and client group meetings will be allowed when necessary, but not encouraged under current conditions. A client group would include a family bubble or up to three business partners/co-owners. Any such meetings will be kept to a minimum in terms of both frequency and duration and appropriate social distancing must be maintained at all times. The table, chair rests, keyboard and mouse will be cleaned with anti-bacterial wipes before and after each meeting. As an alternative

we encourage telephone meetings to discuss accounts and other matters and this will be expanded in due course to include virtual meetings using platforms such as Zoom.

### **Penzance reception**

The reception in Penzance is spacious with a central barrier. One reception staff member will be present each day and only one accounts staff member will be allowed on the staff side of the barrier at any time.

Only one client, client group or other external visitor will be allowed in reception at any time. A client group would include a family bubble or up to three business partners/co-owners. Appropriate social distancing must be maintained across the barrier at all times.

### **Newquay reception**

The reception in Newquay is relatively spacious but has no barrier, so a table will be placed at the doorway. Only Christine will work from reception with only one accounts staff member allowed in the room at any time.

Only one client, client group or other external visitor will be allowed in the area outside reception at any time. A client group would include a family bubble or up to three business partners/co-owners. Appropriate social distancing must be maintained in the hall at all times.

Members of staff, clients and other visitors must remain socially distanced according to the Government guidance of the day. We have considered the use of floor tape and footprint spacings but do not feel such a measure necessary for our offices.

## **PERSONAL PROTECTIVE EQUIPMENT (PPE) AND ENHANCED CLEANING AND HYGIENE**

### **Hand sanitiser and anti-bacterial wipes**

These will be available to clients at both offices, but clients are welcome to bring their own if they prefer. While the pandemic continues we will carry out enhanced cleaning and hygiene procedures within the offices.

### **Face masks**

Clients and other visitors to the office will be encouraged to wear face masks at their own discretion while in the office. Disposable face masks will be available to all staff members to use at their own discretion. The reception team will be supplied with re-usable (but non washable) masks as they will have more interactions with clients and other visitors to the office.

**Additional types of PPE** have been considered and the conclusion reached they it would not be applicable to our working environment.

## **POST AND RECORDS/PACKAGES RECEIVED**

### **Post in and out**

We aim to minimise the amount of physical post and packages received and handled. Where possible and with client agreement, we will send emails and pdf documents. We strongly encourage clients to do the same if they can.

Physical post received will be scanned by our reception team and distributed as pdf documents. Although we are told the virus doesn't survive well on paper or cardboard, where possible post in will be left for 72 hours before being handled.

### **Records and packages**

To minimise contact electronic and scanned records (volume allowing) are preferred. Physical records received may be quarantined for 72 hours so please do consider this where deadlines are narrow.

When delivering records to the office they should be placed on the counter (Penzance) or in the hall alcove (Newquay). Similarly if you collect records they will be placed on the counter (Penzance) or in the hall alcove (Newquay).

In both cases social distancing must be maintained and consideration given to the need to sanitise hands and records.

**PAYMENT OF FEES**

To minimise contact we would prefer that fees are settled by direct bank payment, but will still accept payment by card, cheque and cash at your preference.

**SUSPICION OF CONTRACTION OF COVID 19**

If you develop symptoms of Covid 19 (high temperature/fever, new persistent cough, loss or change in sense of smell/taste) you should not visit our offices and should follow the appropriate Government guidance.

**VISITING CLIENT PREMISES**

Visits to client premises are discouraged and will be kept to the absolute minimum in terms of both frequency and duration. It may be necessary on occasions to visit and collect physical records, but work will not be carried out at a client's premises or on a client's computer equipment. Work arounds will be devised which may include data back-up, remote access, Drop-box, etc.

Yours Sincerely

A handwritten signature in cursive script, appearing to read 'Crane & Johnston', written in dark ink.

Crane & Johnston