



Our response to COVID-19

The ongoing Covid-19 pandemic continues to present significant personal and commercial challenges for us all. We have updated this note to let you know how we are continuing to respond to Government guidance and our clients' needs which we hope, provides reassurance that we're doing everything we can.

What are we doing?

We have two main goals:

1. To protect our clients and their businesses
2. To protect our people

Protecting our clients and their businesses

- The firm remains fully operational with most of our workforce continuing to work from home in keeping with Government guidance. The introduction of collaboration tools, such as MS Teams, has bolstered our ability to connect and communicate with clients and suppliers in a more effective way, as well as with our colleagues.
- We have created a series of materials to help our clients with the challenges we all face. We have a COVID-19 hub and a 'Dealing with the Next Normal' hub on our website, a 'Q&A' reference document, and a helpline which goes directly to partners and directors for initial, free of charge advice – 0113 283 4011.
- We're also talking to our clients regularly to understand their specific challenges – a need for resource, or training support, for instance - and shaping our services to help them through these tough times.
- We remain vigilant to information and cyber security threats which have increased since the outbreak of the pandemic. Our data and cyber security policies remain subject to regular review and we have an ongoing programme of internal communications dedicated to these important topics.

Protecting our people

- As the Government starts to ease the lockdown measures implemented back in March, we have been working hard over the last few weeks to develop a plan (and associated policies and procedures) to enable us to start to reopen our office premises safely on a limited basis only. We have now opened our office for those staff who cannot, or who are struggling, to work from home. Please click here for a link to our COVID-19 Risk Assessment as published on our website which details the control measures we have put in place. We will continue to monitor the position based on feedback, experience and as Government guidance is adapted.
- We have recognised people's need to feel part of the Walker Morris team whether working remotely or in the office. We are communicating regularly through a regular enewsletter, regular vlogs from Board members, and have set up a number of social channels for people to get together.
- We are encouraging our people, where appropriate, to contribute to their community. We have a number of people volunteering – working with food banks, producing materials for the NHS, pro bono advice etc.
- A confidential Employee Assistance Programme is available to all our workers offering support, counselling and financial/practical advice.
- We have furloughed some of our workforce so that, when the current crisis eases, we are in the best shape possible to keep our talented and experienced teams together in the long term.

What else might you want to know?

Our business is robust. Financially, we are healthy and foresee no problems. Our Business Continuity team has prepared for situations like this, and, as such, we have transitioned to this new world quickly and smoothly. We will continue to improve our response, and always appreciate feedback.

If you do need support then please call your usual contacts at Walker Morris. We have also provided a list of alternative points of contact to call for your guidance on our coronavirus website page here. <https://www.walkermorris.co.uk/client-resources/coronavirus-covid-19/>