



Coronavirus (COVID-19) Statement and Planned Policy

As we look to update our Coronavirus policy and plans it is difficult to be exact because whilst we are making appropriate plans for our staff and clients it seems clear that the country may yet face further calls to isolate and lockdown with the advent of the latest variants.

Nevertheless, we have now been in the government enforced lockdown for some months and given the success of the vaccination programme it is entirely right that we should plan to take gradual and sensible steps to try and ensure our staff can return to work safely. At the same time we need to ensure that the needs of our clients are continuously met.

Whatever the underlying advice from government we consider that the world has changed and it may not be possible, or wise, to return completely to the old 'norm'. There is no doubt that we have all become more use to online meetings and flexible working patterns and having asked for the views of our staff it is clear that as we gradually open the office they are now looking for a more permanent move towards flexible work from home and attendance in the office. With this in mind we are currently trying to establish a workable rota that allows the business to achieve the balance between the goal of flexible home-working and the needs of the clients. What is not yet known is the demand or desire of many clients to attend the office and it seems clear that on-line meetings will remain an integral part of our new process. We will, of course, offer face to face meetings back in the office when needed or requested but we are mindful that many of our clients are elderly and they will be understandably cautious about the ongoing risks that this virus poses.

Throughout this latest lockdown we have tried to carry on as before the virus with seeing new clients and carrying out review work and with some success despite many provider offices being closed or working on limited capacity. Thanks go to all of our staff for persevering with the arrangement and the effort they have put in to make it work as well as could be hoped. Thanks also go to our existing and new clients that have shown some understanding and patience.

Our priority continues to be the prevention of this virus and to protect our staff and clients and as far as possible, therefore, our business will continue with the following guidelines.

- Please continue to make any usual enquiry as we are able to use technology to speak with you – either by email or on the phone or by video conferencing.
- If you wish us to review any paperwork please do leave this by scanning across to us or delivering this to the office.
- Home visits will continue to be kept to an absolute minimum.
- In the very near future it is probable that we will be able to offer visits to the office for clients and members of the public but an alternative means by which we communicate will continue to be considered. Initially please do contact us at matthew.trower@absolutesense.co.uk with any enquiries and how best we can communicate with you.

These measures will be kept under constant review but we regret that we do not think that the risks posed by this virus are over and so we need to maintain our standard of hygiene and the new customs to help us prevent the spread of this virus and support your local Chartered Financial Planning team.

Please see further links below for information and advice:

[NHS](#)
[GOV.UK](#)