

## **Enoch Evans – Covid 19 – Continuity planning**

The Covid 19, coronavirus situation is moving extremely quickly and we at Enoch Evans LLP are doing what we can to ensure continuity of the provision of legal services to our clients. We know that peoples day to day lives are disrupted because of Coronavirus and we at Enoch Evans LLP are working hard to ensure we provide the best service to you during this period.

We have so far put into place the following: -

- All of our 40+ lawyers either have laptops or remote access facilities to enable them to work remotely when needed. As relevant lawyers have been asked to take their laptops, power cables and mobiles with them outside of working hours until further notice. Should an office need to close or an individual is asked to self-isolate, they will continue to be able to work from home and can be contacted by phone and email in the usual way.
- Contact details, including e-mail DDI and mobile numbers are available for all of our lawyers on our website.
- All voicemail messages left for our lawyers arrive straight into their Outlook inboxes.
- Our client records are held electronically which means that our lawyers should be able to access almost all necessary documentation and systems remotely whilst following our usual safeguarding processes. They do not need to access any physical files held in offices. Please be aware though that many old documents and old files are held in our archive and will not be available remotely should we be forced to close the office.

We have three separate offices, 2 in Walsall and one in Sutton Coldfield. We have therefore allocated our staff between those offices, in an attempt to be in a position to continue to service our clients should any one of those offices need to close. We have asked our staff to refrain from any face to face interaction between our offices. Whilst we are aware of the importance of face to face meetings with our clients, we are limiting these where possible. We acknowledge that sometimes such a meeting is essential and it may therefore be that your meetings might be with a member of the relevant team that you are not familiar with, by skype in one of our offices, or by facetime or telephone call.

Should one office have to close, we will investigate whether the other offices can remain open. However, the handling of physical post may be compromised should the virus effect become prolonged so we would ask all clients to communicate with us by e-mail in order to ensure continuity of service.

In addition, one important role we assist clients with is the acquisition and sale of property or other realisation of assets. Whilst we do have measures in place to move funds electronically there are times when physical cheques are required and we will do what we can to ensure that delays in issuing cheques is kept to a minimum. Likewise, when we require funds from clients, the banking of cheques does inevitably lead to delays. In both instances therefore we would ask that you assist and wherever possible transfer money to us electronically or provide us with your bank details (which we will verify with you personally) so that we can electronically transfer funds to you.

Thank you for taking the time to read this message, please take care of yourselves.