



Business continuity at Lovedays Solicitors

The situation surrounding coronavirus is fast moving but we can reassure you that we are doing everything we can to help you in meeting your objectives and priorities and following the latest advice from the UK Government to manage any consequences for our clients and our staff. We have put in place a number of measures at Lovedays Solicitors to ensure that we have business continuity when dealing with any significant events (such as the possible impacts of coronavirus) and these are tested regularly as part of our robust Business Continuity Plan:

- All our staff have laptops and can work remotely when needed. Everyone has been asked to take their laptops, power cables and mobile telephones 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.
- Our client records are held electronically which means that our people staff should be able to access almost all necessary documentation and systems remotely whilst following our usual processes and controls, and do not need to access any physical files held in offices. Please note that some historic documents that are rarely required may be held off site in archive and will not be available remotely.
- We have three separate offices. Should one office have to close, we run and pass over much of the administration functions, such as post handling to the other offices remaining open. So, whilst we receive most of our client and member communication electronically, in the event of an office closure, we would arrange all post to be redirected, scanned and distributed electronically to the key contact.
- Our cross team and office working practices enable us to use our resources to support each other when necessary. If resourcing levels are compromised due to illness or inability to work, we will consider how resources are used to their best advantage. It is likely that will mean prioritisation of urgent workloads and we will inform our clients should such a situation arise. We will take every effort to mitigate the impact for our clients in this situation.

Post Handling

In the event that an office becomes inaccessible for any length of time, we expect that post redirection will allow our people in other offices to be able to process post, though there could be some delay depending on the efficiency of the postal redirection and there may also be a capacity constraint. There is also the possibility that all offices become inaccessible, but our expectation is that any closure of an office will be a temporary situation while we carry out a deep clean so should not last longer than a day. These are however unprecedented times where nothing is certain so please do make sure you put 'Lovedays Solicitors' as part of the address when sending in post so that it can be redirected correctly if this becomes necessary.

We deal increasingly with e-mail rather than post, both with clients, advisers, and banks. We would encourage you and your contacts to use e-mail in place of post in case we are unable to access our post. If you need to send personal or confidential information then we would suggest that you use our 'Lawconnect' service, which allows you to send messages and files to us more securely than regular e-mail. Please contact your key contact if you need this setting up for you.

Documents needing our signature

We receive documents for signature such as trust documentation, leases, property contracts and other investment transaction paperwork. As before, we would expect post redirection to resolve most issues should there be a prolonged shut down, however there are some potential alternatives to consider:

- Most trust documentation can have an effective date even if they are signed later, and so we are not unduly worried if there is a delay in executing trust documentation.
- Contracts such as leases can often be signed by counterpart, meaning that different parties to the contract can sign their own individual copies (the counterparts) and the contract is valid once the various counterparts are signed and collated. With the prior agreement of the parties and the solicitors, this means that we can sign our own emailed copy of the documentation rather than adding our signature to an original posted to us.
- Alternatively, we have very occasionally been able to execute documents using electronic signature at the instigation of the trustees' solicitor.

Meetings at our offices

For many of our clients, face-to-face meetings are an important part of moving things forward, but we recognise that this might not always be feasible. We have facilities available for telephone conferencing, which are important for many of our clients from an environmental and efficiency point of view.

We continue to meet with our clients in person where it is sensible to do so, taking account of the UK Government guidelines. We are asking that any potential visitors to our offices that have travelled to any of the category 1 countries within the last 14 days, as listed on the Government website, join by video or telephone call – more information is available here:

<https://www.gov.uk/government/publications/covid-19-specified-countries-and-areas/covid-19-specified-countries-and-areas-with-implications-for-returning-travellers-or-visitors-arriving-in-the-uk>

It is important that we take these proactive steps to minimise the spread of COVID-19. We will react proportionately to ensure that we continue to provide the excellent service that our clients expect in delivering against your key objectives and priorities.

We will continue to monitor the situation as it develops and will take the appropriate action as necessary. We want you to know how much we appreciate your flexibility and understanding during this time. Should you have any queries whatsoever, please speak with your key contact(s) at Lovedays Solicitors as soon as possible.