



# Covid-19 Resilience Plan

## 1. Introduction

Capsticks has well developed business continuity plans for all areas of our business and at this stage we are:

- reviewing those plans daily in view of the current risk from Covid-19, with a view to ensuring the continued welfare of our staff and that, as far as possible, we are able to offer a “business as usual” service to our clients;
- monitoring and complying with the guidance from the government on a daily basis and regularly updating our staff on any developments to ensure they are well informed; and
- have our Emergency Committee on standby to deal with any issue that requires an urgent firm wide response.

## 2. Provision of service

### 2.1 Capsticks’ service

Currently all of Capsticks’ offices are closed. We have arrangements to deal with post received and to be sent.

All of our staff are working from home, through our Virtual Desktop Infrastructure (“VDI”) which enables staff to access our IT systems (and documents), video conferencing and telephone communications in exactly the same way as though they were in the

office. Therefore subject to the number of staff available to work, we are monitoring sickness levels, we expect to be able to provide a normal service to clients.

## **2.2 Third parties**

In the event we're unable to utilise third party suppliers due to their particular circumstances then our response times may be impeded and we will of course notify clients and affected parties of this at the appropriate time.

The Courts and Tribunal Service will be dealing with civil and Tribunal cases by telephone and video conferencing for the cases where that is appropriate.

## **3. Conclusion**

Obviously we can't anticipate every scenario and this is a situation where there are many unknowns but our view is that we have made plans to protect client services as best we can on the basis of the information currently available.

## **4. Contacts**

If you have any queries or concerns please contact:

Neil Middleton, Chief Operating Officer

Email: [neil.middleton@capsticks.com](mailto:neil.middleton@capsticks.com)

Tel: 020 8780 4839

Mob: 07392292203

Jeanette Lucy, Director of Governance & Risk

Email: [jeanette.lucy@capsticks.com](mailto:jeanette.lucy@capsticks.com)

Tel: 020 8780 6983

Mob: 07540702322