



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 each month, with a view to ensuring the continued welfare of our staff and providing a “business as usual” service to our clients;
- are monitoring and complying with the issued guidance from the government and regularly updating our staff on any developments to ensure they are well informed; and
- have completed our firm wide risk assessment which we are reviewing regularly.

2. Provision of service

2.1 Capsticks’ service

Capsticks’ offices are open with staff to deal with the post and core services, as well as a small number of staff who need to be in the office each day. From November 5 2020, staff outside of our essential services team will generally only attend our offices for one of the following reasons:

- they are unable to work in their home environment;
- it is essential to their wellness to be in the office; or
- they are carrying out a business task which cannot be delivered adequately from home.

We have put social distancing measures in place as detailed in our risk assessment. We also have arrangements in place to deal with post received and to be sent for those colleagues who remain working from home.

Most of our staff continue to work 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. We are providing a normal service to clients.

2.2 Third parties

In the event we are 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 are dealing with civil and Tribunal cases by telephone and video conferencing for the cases where that is appropriate and hearings in person take place when that is needed.

3. Conclusion

Obviously, we cannot 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:

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