



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 essential staff to deal with the post and core services.

From 5 January 2021, staff outside of our essential services team will only attend the office if it is essential.

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. We therefore

expect to be able to continue to provide a normal service to clients, as we have since March 2020.

If it is essential for staff to attend the office we have put social distancing measures in place as detailed in our published risk assessment..

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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