

Business Continuity at hive

The situation surrounding Coronavirus is fast-moving but let me assure you that we are doing everything we can to help you in meeting your objectives and priorities. Following the latest advice from the Government to manage any consequences for our clients and staff, we have put in place a number of practices here at Hive to ensure that we have business continuity whilst special measures are in place regarding COVID-19.

All our staff are able to work remotely when needed, and we have ensured the appropriate equipment is in place to prevent slowdown or hindrance in the creation of collateral. Our phone system is able to operate normally whilst staff are working remotely. Everyone has been asked to take their computers, power cables and mobile telephones with them outside of working hours until further notice. Should the 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 securely and electronically which means that all advisers 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 the office during day-to-day operation of the business.

So, whilst we receive most of our client and communication electronically, in the event of an office closure, we have a designated staff member who will deal with post items appropriately and deliveries will be diverted to the member's residential address for further distribution.

All staff members are connected digitally to be able to support each other and discuss projects via video chat or audio conferencing. This will not have significant impact on meeting of project deadlines.

For some of our clients, face-to-face meetings are an important part of moving things forward but we recognise that this is currently not feasible. We have excellent resources available for both telephone and video conferencing, which are important for many of our clients from an environmental and efficiency point of view.

Although physical meetings are not allowed at the time of publishing this document, should these restrictions be eased in the near future we will 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 clients that have travelled to any of the category 1 countries as listed on the Government website, within 14 days of an arranged meeting, to instead arrange meetings by video or telephone call rather than face to face meeting – 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, as well as safeguard our staff and their dependents where possible.

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 myself on **01908 521269**.

David Lovesy
Director, Hive Creative