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Our Measures to Support our Team and Clients

By this time most business owners would be considering the impact the Coronavirus pandemic may have on the running of their business, and some would already be feeling some of the impact either through staff absence, a decline in revenue or supply chain disruptions.

In addressing the current Coronavirus pandemic, here at SRJ Walker Wayland we have taken measures to help prevent the spread of the virus within our own workplace as much as we can, while also planning for team member absences and a possible office closure. Thankfully, over the past couple of years, we have progressively upgraded our IT hardware and software to allow for greater mobility which has included rolling our mobile hardware across the team as a whole and implementing cloud based software which has included Xero, Caseware, BGL, Practice Ignition and Office 365 in particular. In any case, there are challenges with widespread or complete remote working and we have prioritised the actions we need to take to make sure that we can continue to be there for our clients.

A key focus of our planning alongside ensuring the Health & Safety of our team is ensuring that we remain open for business for our clients, with as little disruption to the professional services we provide as possible. Our clients will need our help in this crisis and we plan to be there for them. In addressing this we have taken the below key steps to implement measures in raising awareness and helping prevent spread of infection as well as planning for absences or closure. We are available to help if you have any questions about these measures or need assistance in working through how your business needs to address this crisis.

- We have practiced what we preach by running our own Disaster Scenario Recovery Planning Workshop to methodically work through the crisis and prioritise the measures to be implemented. The priority actions from this workshop range from understanding our legal rights and obligations to making the necessary preparations needed should the office need to close, or we have many team members unable to come into the office.
- We are providing our team with regular updates on the Coronavirus status from the available reputable sources and how we are managing the risk of infection within our workplace and our plans for the possible closure of the office.
- We have sourced additional hand sanitizers, disinfectant wipes and tissues for placement within the office, put up signage around correct handwashing techniques and covering your cough, and increased our cleaning service frequency. We have made enquiries with our cleaners about the process for a biohazard clean if an infection is detected within our office so that we are ready.
- Team members have been provided with online training on Infection Prevention and Control.
- Team members have been asked to avoid the use of public transport to get to work and seek alternatives.
- We are reviewing calendars for the next 3 or 4 weeks at a minimum for all appointments and meetings and will each decide whether to defer, cancel or change to a video/teleconference.



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- We will give preference to working with our clients remotely using video conference software and secure portals for the transfer of information.
- We are reviewing all upcoming seminars and conferences that have been booked. Although likely to be cancelled anyway, we are checking if they will be streamed and cancelling our attendance if not.
- We have recommended avoiding handshakes and any other contact with other people along with keeping the recommended 1.5 metres distance where possible.
- Policies around Teleworking, Remote Working and Working from Home have been reviewed and are being recommunicated with all team members to ensure that their remote working space has been assessed for both safety and suitability for working effectively.
- Team members are completing a home workspace checklist so we may assess capabilities to work from home and remedy where necessary.
- We have requested everyone in the Team to check their current personal contact details including mobile phone, private email and address along with emergency contact person details to ensure we have up to date information for everyone in our team.
- We have considered the legalities of directing employees to work from home or an alternate workspace.
- We have considered how employees will be paid during absences or office closure.
- Team members have been requested to advise of any overseas travel plans this year so we can manage this accordingly.
- Team members returning from overseas travel or who have been in contact with someone with the virus will be required to self-isolate for a period of 14 days, or until tested and a negative result is received.
- Team members are to ensure their laptops are with them at all times including going home, on leave or somewhere else in the event of a quick decision needing to be made around remote working.
- Team members have been instructed to have all internal communication applications loaded on their smart phones so that it is easy for all of us to stay up to date and communicate with the latest information no matter where we are. We use Workplace, Workchat and Microsoft Teams but also have Zoom and Skype available as backups.

Considering the fast pace of change of this crisis, our plans are fluid so that we can respond as necessary. It is important to note that these are the key actions we have taken as a firm now and this is not a comprehensive list.

Our priority is ensuring the health and safety of our team, their families, our clients and the broader community. We also understand that our clients are facing difficult challenges themselves and it is important that we remain open for business to support them to answer their questions or assist with working through this situation.