

Our business continuity plans – Coronavirus (COVID-19)

Update – 20 April 2020

Following the Government's announcement on 16 April 2020 advising that the UK lockdown restrictions will continue for 'at least' another three weeks, we thought it would be helpful to provide our clients and contacts with an update on our business operations.

We are very pleased to confirm that we are currently continuing to maintain normal operations remotely to ensure business as usual, as far as possible, for client service delivery.

Contacting our team

Our team have been set up for some time to work remotely and are contactable on email or their mobile telephone numbers, which can be found in their email signatures.

Anyone telephoning our office will be asked to get in touch with their normal contact via email or their mobile telephone number. There is an option to leave a message and receive a prompt call back, and a telephone number for any urgent enquiries.

We have procedures in place to manage post and other deliveries into the office. Please get in touch with your normal contact in advance if sending any post to us that requires a signature on delivery.

Attending Trustee and other meetings

Our clients have moved all meetings scheduled up to at least the end of May to be video/telephone conferences. We are using a wide variety of different technological solutions, as requested by different clients, to facilitate these meetings. We are providing all meeting related services.

Sickness and absence

We are pleased to confirm that we have not had any COVID-19 related sickness on the team. Our team are taking annual leave as normal, to ensure we do not have any issues later in the year when we hope things will have returned to some form of normal!

Inside, Inside Pensions

Inside Pensions has taken the decision not to furlough any of our team at present. We do not believe that this is necessary given that the impact on us as a firm is currently minimal. We have reviewed our Inside Wellbeing strategy and are providing exercise classes using Zoom, weekly socials and weekly management check-ins with each team member to ensure positive mental health. First quarter revenue and profitability have broadly been on target. Naturally, we would appreciate all our clients approving and paying their bills promptly, to ensure that our cash flow stays strong, given that our single largest outgoing is employees' salaries.

If you have any questions, please do not hesitate to get in touch with your normal contact. We will continue to update you as this situation develops.