

New year / New lockdown / New challenges

We faced many challenges in 2020, dealing with the impact of Covid-19 on our people and business along with the impact on our clients. So far, 2021 looks like it will continue to be a significant challenge with the announcement of a new lockdown.

From March 2020, we moved all our client meetings online, using a variety of technology solutions to facilitate these. Our office was closed and then updated to be Covid-secure with new processes and procedures for those who chose to work in the office and additional support provided for those who preferred to work from home. Our client service delivery continued, with minimal disruption. The wellbeing of our people and our clients was hugely important. Through our Inside Pensions Wellbeing programme, we introduced online exercise classes and space for those struggling with the isolation. We continued to encourage collaboration, our internal client meetings continued, albeit online, alongside our weekly whole company catch ups.

To support our clients, we designed and rolled out a Covid risk assessment which helped trustees and clients to understand the risks which had arisen due to the pandemic along with the mitigations which had been put in place to manage those risks. We adapted to the technology requirements of different clients working virtually across all the major platforms. We worked with providers to move signatory requirements from wet ink to electronic signatures, wherever possible. We reduced the length of meetings to focus on core decision making, with more meetings being facilitated where this was necessary.

We are very proud of how our team have risen to the challenges of Covid-19 and how they continue to support their clients with high quality service provision.

Looking ahead to 2021

Covid-19 has led to a real shift in the way all businesses operate and to how our clients work. This has provided a unique opportunity to learn from the changes that we, with our clients, made during the pandemic. For example, our clients embraced digital ways of working – with virtual meetings/events replacing face-to-face activities. We expect that this will continue for some time into 2021 following the announcement of a third lockdown, and for some clients will continue as a permanent part of their operating model. We will continue to support both virtual and face-to-face meetings (once these are allowed) or a mix of both as preferred by each client.

We expect that we will continue to grow the services we provide across our client base and the lessons we have learned about onboarding new team members in a virtual world will stand us in good stead to continue to adapt to future challenges as they arise.