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LEEDS DAY LLP COVID-19 CLIENT PROTOCOL

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The welfare of our clients, people and their families is of paramount importance to us.

We can reassure you that we are doing everything we can to help you in meeting your objectives and priorities and following the latest advice from the UK Government to manage any consequences for our clients and our people.

We have put in place a number of measures at Leeds Day to ensure that we have business continuity when dealing with any significant events (such as the possible impacts of coronavirus).

- Our client records are held electronically which means that our people 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 offices. Note that some historic documents that are rarely required may be held off site in archive and will not be available remotely.
- Our cross team and office working practices enable us to use our resources to support each other when necessary. In the event that resourcing levels are compromised due to illness or inability to work, we will consider how resources are used to their best advantage. It is likely that will mean prioritisation of urgent workloads and we will inform our clients should such a situation arise. We will take every effort to mitigate the impact for our clients in this situation.
- Leeds Day operates some of the leading technologies to enable remote-working. In the event of an office closure, we envisage that we will still be able to service your matters as effectively as possible.

Post Handling

In the event that an office becomes inaccessible for any length of time, we expect that post redirection will allow our people in other offices to be able to process post, though there could be some delay depending on the efficiency of the postal redirection and there may also be a capacity constraint. There is also the possibility that all offices become inaccessible but our expectation is that any closure of an office will be a temporary situation while we carry out a deep clean so should not last longer than a day. These are however unprecedented times where nothing is certain so please do make sure you put Leeds Day LLP as part of the address when sending in post so that it can be redirected correctly if this becomes necessary.

We deal increasingly with e-mail rather than post, both with clients, advisers, banks, Courts and other parties representatives. We would encourage you and your contacts to use e-mail in place of post in case we are unable to access our post. If you need to send personal or confidential information then we would suggest that you use our Encrypted Email Services - Egress, which allows you to send messages and files to us more securely than regular e-mail. Please contact your usual contact at the firm if you need this setting up for you.

Much of the post that we receive is simply scanned for our records and needs no action. However we do receive a lot of cheques and documents that require our signature.

Cheques needing our signature

We have to authorise bank transactions and this means that our offices receive cheques by post every day for signing. If an office closes, even with post redirection there could be delays in processing cheques, although as mentioned above we would expect this to be minimal.

In most cases, payments are processed electronically (i.e. via online banking). Again, due to the way that Leeds Day is setup, we are able to continue to process payments, even in the event of a full office closure.

Documents needing signature

As well as cheques, we also receive other documents for signature such as trust documentation, leases, property contracts and other transaction paperwork. As before, we would expect post redirection to resolve most issues should there be a prolonged shut down, however there are some potential alternatives to consider:

- Most trust documentation can have an effective date even if they are signed at a later time, and so we are not unduly worried if there is a delay in executing trust documentation.
- Contracts such as leases can often be signed by counterpart, meaning that different parties to the contract can sign their own individual copies (the counterparts) and the contract is valid once the various counterparts are signed and collated. With the prior agreement of the parties and the solicitors, this means that an emailed (electronic) copy of the documentation can be signed/executed rather than adding a signature to an original posted to us.

Meetings/Attendances at our offices

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

Whilst there have been no reported cases of COVID-19 within the firm, in light of the Government's latest guidance (as of 16th March 2020) we are taking the pre-cautionary measure of postponing all face-to-face meetings. Any pre-arranged meetings will be re-scheduled to take place via telephone or video conferencing, where practicable.

We are also asking all members of the public to not visit our offices during this current period to ensure the continued well-being of yourselves, as well as our staff and family members.

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.

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 your key contact(s) at Leeds Day as soon as possible.