

# Important Update

## Covid-19



On 13th March we let you know about the preparations we were making so that we would be ready to continue to provide our services to you should UK Government restrictions impact our ability to work in our offices.

As you will be aware on 23rd March the UK Government imposed much stricter restrictions on all of us, so with immediate effect all of our offices are temporarily closed. We hope you understand that our priority is the health and well-being of our clients, our team members, our families and society as a whole.

As we have previously outlined, we have been designing and testing contingency plans so that we can rapidly adapt and continue to operate as close to “business as usual” as possible. These plans have now been implemented and our teams are working from home, or an alternative location. When working remotely, our teams have full access to all our IT and telephone systems – as though they were sat at their desk in our office.

During the time we are closed we hope you do not experience any disruption or delay to any work we are currently doing for you. However, we hope you understand that there may be some unavoidable delays, and we are grateful for your patience whilst we work through this difficult time.

Guidance on how to communicate with us during this period and how we plan to keep progressing the work we are doing for you is outlined on the second page of this communication, covering:

- Email communication
- Contacting us by phone
- Face to face meetings
- Post and hard copy documents

We are monitoring the fast-moving situation closely and will ensure that we respond quickly, sensibly, and appropriately to any developments. We will update you all again if we have further substantial updates, but please do contact your main contact here if you have any concerns about your specific circumstances.

Until then, we hope you and those close to you stay safe and well.

## **Email is our preferred method of communication.**

Team members who are unable to work remotely for whatever reason will have an out-of-office message which will explain how you can contact a member of staff who can assist. If you do not have the email address for your main contact, you should be able to find this on our website. Alternatively, please email us at [info@morrlaw.com](mailto:info@morrlaw.com) and we will help direct your enquiry.

## **Contacting us by phone**

Most direct dials have been redirected to mobiles or alternative numbers. If you are unable to reach your usual contact, please contact our switchboard team who are available to help. They should be able to advise you of the best course of action or connect you to someone who can assist you. Phone numbers should be found at the bottom of a recent email you have received from your contact, alternatively most are listed on our website.

## **Face to face meetings**

All face to face meetings are temporarily postponed. Please liaise with your usual contact regarding any difficulties this presents. We may be able to hold some meetings by video conference using Skype and Facetime.

## **Post and hard copy documents**

Where possible we encourage electronic communication, but we acknowledge that there are certain things that can only be done by post. If you think you need to send something by post, please liaise with your main contact first and they will advise you on the best course of action. Post will be collected and distributed regularly, but the restrictions may cause a short delay in us receiving it and getting it to the correct team member.