



Society Position in Response to Government Advice on Coronavirus

The Society is a front line deliverer of services to many vulnerable people. Our primary objective throughout the course of the pandemic is to support all efforts being made to ensure our staff and residents are not impacted adversely by our actions.

This position is adopted with the aim of ensuring clear and simple direction for everyone.

The Society has adopted in full the advice issued by the Government on the evening of 16 March 2020 and is implementing measures to minimise all contact between staff, residents and contractors.

The Society has been moving for some years towards enhancing digital capability where possible to achieve efficiencies as well as offering an improved service. As a consequence, all colleagues are able to operate from home with access to the necessary operating systems that enable them to deliver a responsive service.

To that end the following measures are being put in place from 18 March:

- All staff without exception will work from home.
- Access to the service for residents and any other stakeholders will be via telephone, video conferencing or email.
- The Society will operate as normal during published opening hours by way of the methods set out above.
- In the interests of protecting residents all routine maintenance provision will be suspended and any job requests logged to plan for completion whenever Government advice received allows for this to happen.
- The Society will operate an emergency response service, with contractors undertaking the necessary precautions to minimise risk of passing on or becoming infected by the virus.
- All staff visits and meetings will be cancelled unless or until advice to the contrary is received in respect of limiting contact.
- The Society will continue to pay suppliers and staff in the usual way via the electronic banking system. No cheques will be written.
- The Society business continuity team will review the situation daily and will keep all residents and stakeholders informed via the website, text or letter as or if the advice changes.

Donna Johnson
Chief Executive
Wednesday 18 March 2020