



## Managing the Coronavirus/COVID-19

Wednesday 18<sup>th</sup> March 2020

We wish to update you on how we are managing the situation.

- We are constantly monitoring the situation and adapting our working practices as required to enable us to remain operational.
- Our offices remain open, with hygiene protocols in place to minimise the risk to staff and visitors.
- Hand washing facilities and hand sanitizers are available for both staff and visitors.
- Any staff showing symptoms are being asked to self-isolate.
- We have control procedures in place when booking appointments to minimise the risk to all and will not attend or allow appointments to take place if we feel there is any risk to staff or clients.
- If we are attending a valuation or viewing, we have hygiene protocols in place to minimise the risks to both clients and staff.
- Our investment in a VOIP phone system and cloud based IT will enable us to implement contingency measures should a lock down occur or if any of our branches need to close.
- Our online presence remains operational, and should you not wish to visit our offices we can still be contacted by phone or via email.

Should you have any concerns please contact your local office for further information. We will continue to monitor the situation closely and update you.

On Behalf of the Directors and staff at Satchells.



Established 1922 with offices in: Hitchin, Letchworth, Baldock, Stotfold, Shefford, Biggleswade.

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