

COVID-19 Policy

Aisa Financial Planning wishes to do its part in this pandemic to take the correct actions for staff and client alike, protecting them from harm. This includes taking reasonable steps to protect staff, clients and others from Coronavirus. This policy deals with working in the office, visitors and external client visits. It does not comment on working from home policy.

We accept that this policy can only help for matters within our sphere of influence, so we would like to stress that everyone has a personal responsibility for their actions both in and outside of work. If you have any doubts about any matter, then please speak to us on 01672 569111 and talk the matter through.

Office

There are three non-negotiable rules to keep you and those around you safe.

- 1) Always adhere to current government guidance on social distancing throughout the office and please respect colleague' COVID-19 bubbles by remaining 2 metres apart.
- 2) Always adhere to any distancing or one-way systems in place.
- 3) Wash your hands/use hand sanitiser regularly, at least every 2 hours, but especially before and after preparation of food or drink and after breaks.

Where possible avoid sharing paperwork, stationary etc as much as possible. Try to keep your own pen with you.

If you must share items, or borrow items from others, then think hand sanitiser and you should never feel embarrassed to use those provided in the office as much as you like or need.

The kitchen area is a potential hotspot where it comes to social distancing, only one person at a time in the kitchen please.

Wipes should be used to wipe clean taps, flush handles etc before and after use, please clear up any spillages.

Symptoms

If you or someone from your household shows symptoms

- 1) Consider who you have been working with and mixing with (following the latest government guidelines as to how far back you should consider.) Make a note of these people.
- 2) Immediately (as early as possible in the day, or after you suspect you have symptoms) call your line manager (01672 69111) and advise them of your status. If you cannot speak with your manager then leave a message with another employee and they will contact your manager or a director. Make the employee aware that you consider you may have symptoms which allows the office to immediately take some precautionary actions.
- 3) Ensure you advise the manager who you have been in contact with in the office, so that they may be informed and take appropriate actions. In this

sense, “in contact with” means following the latest government guidelines on those people who are at risk through contact.

- 4) Arrange for a test through the NHS testing system. Anyone who has, or is living in a household where someone has symptoms is entitled to a free test. This can be arranged by calling the NHS or arranging online. This has to be done within the first 5 days of showing symptoms.
- 5) Until you have the test you will need an isolation note, this is normally issued by the NHS online service and forms part of the test and trace system.
- 6) Prior to your return inform your manager of the outcome, and your status, and an agreed return to work will be organised.

Visitors

Visitors to the office should be kept to a minimum as a large amount of “face to face” meetings can be held over Zoom, Skype or the traditional telephone.

We would ask that any client/visitor who has to visit the office is pre-booked wherever possible, with only one (or one couple) visitor being in the office at any one time. We will need visitors’ full contact details to fulfil the track and trace requirements. We expect that any visitors will be asked about any vulnerability they have, as set out below.

Compliance (Claire and Christine) have been working together on this and Claire has a supply of very helpful literature for anyone who requires further information. Everyone should familiarise themselves with the document “Note on HM Government’s Guidance Safely” 07-08-2020.

Client Contact

We are taking the approach that the office is fully functional and open as normal (although some may be working remotely, and people may be working in shifts rather than everyone in the office at the same time).

If possible, we would prefer contact by email or adviser mobile. This is since lower numbers in the office could cause delays in answering the phone. Please leave a message and we will return your call and we will strive to deal with your query within 48 hours (although there may be extenuating circumstances leading to greater delays, such as government lockdowns or members off sick with illness).

We all prefer the idea of a face to face meeting, especially when meeting a new adviser/client but we must accept that for the foreseeable future extra precautions have to be taken.

Where possible, Aisa’s policy is that all client meetings will be held remotely via systems such as Skype and Zoom. Where this is not possible or you prefer to use the telephone, we will do so.

Where a client requests a face to face meeting, Aisa personnel will ask the person if they feel comfortable with an adviser visiting them and require extra COVID precautions, and the Aisa personnel will make the following assessment:

1. Where the client is considered a particularly vulnerable client for Covid-19, no Aisa personnel will conduct a face to face meeting
2. Where you are not a vulnerable client, we will arrange to meet with you on the basis that the distancing rules are followed at all times. Our policy is that:
 - a. We will arrange a meeting outdoors as a preference
 - b. Where an outdoor meeting is not possible and, with your agreement, at the discretion of the adviser or staff member, we will meet with you indoors at an agreed time and place.
 - c. For your and our safety, distancing will always be complied with and Aisa personnel will wear a face mask at all times during a meeting outside of the office. Where this is not possible, Aisa personnel may not attend a meeting, or refuse to continue with the meeting.
 - d. Records will be kept of all meetings and contact numbers taken for the NHS Track and Trace purposes