



Coronavirus – Covid 19

March 2020

Continuing to provide support during this period of uncertainty

Our thoughts go to any family who has experienced a loss resulting from Covid-19.

Clearly this represents a period of uncertainty in many ways for many people and the safety of our staff, clients and contacts is of paramount importance to us.

As a result, we continue to follow all appropriate guidance being issued by the Government and Public Health England.

Our contingency planning

Punter Southall Governance Services and HR Trustees ("PSGS") have long-standing contingency plans which are regularly (and have recently been) tested. Being part of a wider group of companies has enabled us to build very robust systems and controls.

In addition to this we have had a long-held view that our workforce is highly mobile and, consequently, we have for many years offered the ability to work flexibility and remotely. As such, we have considerable flexibility in how and where we work.

We take pride in our team-based approach which will also allow us to interchange team members should we need to do so.

Looking after our scheme members

We continue to be available to support the aim of providing members with benefits from their schemes.

This means not only providing resources to clients but also taking extra steps to be vigilant around other potential risks such as fraud.

We are not complacent about the potential challenges and will continue to keep the situation under review.

If you have any questions, please do not hesitate to contact me.

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