

During this period of unprecedented uncertainty and constant change, we are closely monitoring the situation and will respond as appropriate, following the latest advice from the Government.

It goes without saying that we need to protect both our team and the high number of individuals we encounter when providing our clients with technical, training and compliance services.

As a result, we have taken the following steps to mitigate the risks involved, which should enable us to continue to provide the services you are used to, albeit a little differently.

- All travel to client's premises has ceased.
- All our staff are able to work remotely, therefore our physical London office is closed until further notice. The office phone has been diverted and calls are being handled in much the same way as they are normally. Can we please ask that if the call is not answered, you leave a voicemail, rather than simply pressing re-dial. All voicemails are electronically delivered and therefore will be actioned. These measures mean that we will continue to operate the Technical Helpline, but please bear with us, as due to the logistical challenges, it may take a little longer to get back to you.
- Due to our office being closed we have ceased all sales of HAT file dividers until further notice.
- All quarterly meetings and other training courses currently scheduled will, where possible, be conducted remotely through GoToMeeting or similar platform. We will contact individuals booked on courses directly to explain these changes. Attendees will be sent a link in advance which they simply need to click on to access the remote meeting. This means you will still benefit from a "live" training course with the interaction with one of the HAT team.
- File reviews must be carried out remotely. It may therefore be the case, in some limited circumstances, that file reviews will unavoidably need to be postponed. Please contact us to discuss the best possible course of action.
 - CaseWare backups can be uploaded through our secure file sharing portal.
 - Firms can provide us with access to a cloud-based system or remote access to the file on your server.

- Paper files can be scanned and emailed or a zip file containing Word/Excel/PDF working papers can be provided. We will only accept paper working files for review under strict conditions, available on request.
- As noted above, the HAT office is closed, so please DO NOT send files into the office for review.

Please note that these steps may have to change at very short notice, in response to the Government's daily updates.

We hope the above is clear and you understand the steps that we have taken. If you have any concerns over the continuation of service through this difficult time, please contact Andrew Jarvis (andrew@hatgroup.co.uk)

Wishing everyone the best

The HAT Group team