

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 unnecessary travel to client sites will cease, effective immediately. Please consider carefully whether an on-site visit is necessary.
- All of our staff are able to work remotely, therefore effective from close of business today, Tuesday 17 March, our physical London office will be closed until further notice. The office phone will be diverted and calls will be handled in much the same way as they are currently. 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.
- All quarterly meetings and other training courses currently scheduled (such as the Solicitors Accounts Rules update course on 24 March) will, where possible, be conducted remotely through GoToMeeting. 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 will be carried out remotely. CaseWare backups can be uploaded to our secure file sharing portal. Paper files can either be couriered or scanned and emailed. Please contact us to discuss the best possible course of action. It may be the case, in some circumstances, that file reviews will need to be postponed. As noted above, the HAT office will be closed from this evening, 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](mailto:andrew@hatgroup.co.uk))

Wishing everyone the best

The HAT Group team