

COVID -19 POST LOCKDOWN CONTINGENCY PLANS

TO OUR VALUED CLIENTS

Following the announcement of the Alert Level 4 and the implementation thereof on Friday, 1May 2020, we wish to share the contingency plans we will implement and also provide you with an update on the measures taken by various organisations that we are dependent on for service delivery.

In line with our business continuity plans, we will continue to use the implemented online applications to enable our professional staff and also some of our employees that can work from home to continue to do so to by accessing important systems and documents via our server. As we are permitted to open our office, we have done so subject to stringent measures to ensure strict health protocols and social distancing. We have developed a strict screening policy for our employees to gain entry to the office. We have also introduced a rotational policy for access to the office by our employees in an effort to limit the amount of employees in the office at any given time. Appointments at the office will be limited to only necessary appointments, where the use of electronic or telephonic means, are not possible. Meetings at the office will also be in line with the now accepted health protocols and appropriate social distancing measures. Access to the office will at all times be controlled and the wearing of a face mask will be obligatory. We apologise in advance if you find the measures cumbersome and maybe excessive, but we do take the health of our employees seriously and the protection of our business and the livelihoods of our employees are paramount.

To communicate with us during the Alert Level 4 period you are welcome to contact the office telephonically. Please bear in mind that some of our employees may be working remotely and not be available to take telephone calls. You are welcome to leave a message and the relevant employee or another employee in office, will make contact with you as soon as possible. We also recommend that you to visit our website at www.lhattorneys.co.za to make contact or to send an e-mail to info@lhattorneys.co.za. A member of our staff will then be in contact with you to assist. Please expect a delay in response times due to the rotational system and also bear in mind that we might not always have access to the physical file when working remotely.

These are unprecedented times and we will need to work together in the coming weeks to get through this. We undertake to continue to provide superior service to our clients during this challenging period. We will continuously revisit the measures we have taken as well as our business model and where necessary improvise and customise the way we do business going forward in order to overcome the physical obstacles and barriers caused by the pandemic. We thank you for your continued support.

Stay safe!

Team Laubscher and Hattingh