

## Business Continuity Plan Specifically Coronavirus / Covid-19

Dear Client,

We have been requested by some clients as to how we intend to provide our services in the light of the current Covid-19 virus spread, which I have outlined below.

### **Introduction**

This document describes the steps which may need to be taken in this UK wide pandemic, resulting in the isolation / self-isolation / infection of some or all Bradford Community Payroll staff.

We are conscious that other businesses, organisations and Direct Payment service users rely on our services to ensure employees are paid in a timely manner. To that end, we have identified the following strategy:

### **Self Isolation**

Some staff can access our payroll and accounts systems from home, but this may be limited as we are primarily office based and most payroll records are also office based.

Should a member of the team need to self-isolate, but not be suffering from the virus, that team member may be able to perform some payroll /accounts service through remote support in exactly the same way as they would from our offices.

Secure access to all relevant information is available to our team, via secure VPN client.

**We will continue with our best endeavours to provide remote and telephone support to all clients. Please be assured that all employees paid through a Client Managed account will be paid on the normal pay date.**

Our payroll and accounting systems operate from our office, but are again available securely from approved remote locations.

## **Contacting Bradford Community Payroll & Accounts**

We would prefer that requests under these extreme circumstances are made via email to [payroll@bradfordcpa.co.uk](mailto:payroll@bradfordcpa.co.uk), however we understand that under some circumstances this will not be possible. Our main office number will still be available and will be diverted to a staff member at home.

Should the entire team be working from remote locations, incoming calls will be diverted, and you will understand that these must be as brief as possible. We can then call the requesting party back without tying up diverted lines.

Other steps may be needed, and will be identified in due course as the situation evolves, but we feel that we have taken the necessary precautions to ensure the continuity of our services, which are, of course, there to provide support to our clients.

We realise that this may cause some inconvenience to our clients, and we are sure that you will be appreciative of the reasons for this, and who may be coping with a similar situation themselves.

Please be assured the above is precautionary and will only apply if we need to close our office.

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