

Business Continuity Update

The situation relating to coronavirus is changing constantly with updates being received from the Government on a regular basis. Cartwright will continue to be able to administer pension schemes and meet Trustees' requirements. We have run tests on a worst case scenario and are satisfied that whatever happens we will be able to continue to operate efficiently. The following measures are in place to ensure we will be able to continue to meet your needs:

1. All of our staff are able to work from home with little to no impact on how we are able to operate.
2. The office is paperless and thus all documentation, deeds etc. are already scanned and on-line, enabling all documentation to be available to our people.
3. We have set up a skeleton team to work in office to ensure any post is picked up, scanned and distributed.
4. We have implemented dual authentication on all our systems ensuring security is maintained.
5. Payment of pensioners from a remote location has been tested and pensioners can continue to be paid even in the event of no staff being in the office.
6. We have excellent facilities for remote meetings either telephonically or via video conferencing. There is no reason to cancel meetings.
7. All landline telephone calls will be automatically transferred to mobile phones.
8. Deputies have been established for each pension scheme's team members, so if certain individuals become unwell normal operations will continue.
9. In the event that a significant number of our staff become incapacitated we have already detailed the priority jobs on a client by client basis so that priorities can easily be picked up by the remaining staff.

We will keep you updated as the situation progresses, however, we are satisfied that we have already taken into account the worst case scenario.

If you would like to discuss this further, please get in touch with your usual contact at Cartwright.

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