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Motteram Bowie & Ham

Business Operating Practices in the new Covid 19 environment

In late March we advised that in line with government advice and for the safety of both staff and our clients we were placing restrictions on face to face contact and were therefore unable to offer our normal interview process.

Given the recent lifting on the restrictions by the government and the success the community has had in preventing the spread of the virus, we are now looking at returning to our normal appointment and interview process as of Monday 13th July 2020.

To ensure the safety of both you and ourselves we will be making changes in some office procedures that relate to interviews and we are asking you to assist with this.

To ensure the safety of all and in an attempt to reduce any possibility of the spread of the virus we will instigate the following processes:

- We ask that if you have any cold or flu symptoms (coughs, runny nose, sneezing, sore throat etc) or have recently been in contact with someone with these symptoms that you cancel the appointment and reschedule to a later date - no charge will apply for a cancelled appointment.
- Interviews will be spaced in rotating 15-minute slots to try and avoid multiple clients arriving at reception at the same time;
- We will convert our board room into our waiting room which, because of its size, makes it easier for you to socially distance from others that are waiting;
- We plan on adding an extension to our existing tables to ensure that when seated we remain an appropriate distance apart from you;
- We will provide hand sanitiser at reception and we ask when entering the practice to apply some before doing anything else;
- We encourage clients to bring their own pens but they will be supplied if you forget;
- Handshaking will not be practiced;
- We will clean and hand sanitise between interviews;
- Our staff will be responsible for opening and closing doors and where possible doors will be left open;
- We ask (but don't require) that you download the government app and keep your phone with you during the interview;

Hopefully by following these simple rules we will create a safe work environment for our staff and clients as we try and adjust to the changed world.

Some clients may still prefer a telephone appointment instead of a face-to-face interview and we will accommodate this where we can. Telephone appointments can be made through reception and you will need to forward relevant information to your accountant prior to the scheduled interview.

David Motteram

Director

Jamie Daniels

Director

Motteram Bowie & Ham is a CPA Practice

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