

Muse Advisory – Business Continuity – COVID-19

17 March 2020

As the disruption caused by the COVID-19 coronavirus outbreak continues to escalate, please know that our priority is to look after our people and continue to provide you with a first-class service.

1. Your team

Our people are fully prepared to work remotely (the majority already doing so), accessing firm systems that ensure the confidentiality, integrity and availability of email and documents. We have been in continuous communication with our people in anticipation of the need to work remotely longer term and are confident in our ability to seamlessly maintain operations should our office become inaccessible.

Our staff are all contactable on email or mobile (see their email signature for the number). You can also contact our usual office number on 020 3740 0111.

The management are holding regular calls to make sure we remain abreast of the situation as events unfold. We also monitor the government's advice closely: <https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response>.

2. Guidance to our staff

We have regularly updated our people through email and team update calls on the situation and the crucial role we all play in protecting against the spread of germs and looking after each other. Messaging has focused on the importance of basic hygiene, signposting to NHS advice and staying in touch.

3. Meetings

Most clients are now switching their face-to-face meetings to conference calls; we are very happy to accommodate and have the technology to facilitate this. At Muse, we're geared towards flexible working and as such, we already had all the measures in place, tried and tested, to be able to work from home.

4. Contacting us

We will continue to monitor the situation on an ongoing basis and update our approach as necessary. If you have any questions, please get in touch with your normal contact or one of the Directors below.

5. What you can do

In light of how fast Covid-19 is moving, here are some practical points for pension teams and trustees to consider in their planning, as business will be disrupted. In times of uncertainty, it helps to have a clear path/action: [COVID-19](#).

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