

COVID -19

Springfield Properties Action Plan Update



17th March 2020

We are all obviously extremely concerned on many grounds about how this situation is progressing. The Group Directors will meet each morning to discuss the Prime Minister's updates that are occurring each night.

I intend to update all staff daily on the actions we are taking to protect us all.

1. Working from Home

A clear instruction has been issued by the Govt that people should work from home where possible. IT are available to advise on laptops and how they work remotely. You can also take your desktop home and plug it into your router, clearly IT will have to advise how that works. You will also be able to "remote desktop" into the network from your own home computer (if you have one). Best thing to do is trial this as soon as possible. Your manager will discuss with you if this is suitable and it could be that you only come into the office a couple of times a week.

2. Reducing Movement between offices and sites.

Office people need to stay in one office and not move between them. Peter Matthews will be looking after Walker, Martin Egan -Dawn, Tom – Central partnerships, Dave – North, Me – Larbert.

Site people need to stay on site and sales need to stay in sale areas. Use the phone more, stay in contact.

3. Vulnerable people

The company needs to identify who is vulnerable and we need your help with this. Please fill out the form sent today and we will discuss your personal situation. This is the most controversial area and we recognise this. For example chronic/severe asthma is a condition but asthma in itself is not. For people who care for, or are in constant proximity of, Vulnerable people speak to HR if you are concerned. We are awaiting advice from Govt today on what financial measures are being put in place to protect people.

4. Aftersales

Govt advice is that we should avoid all non-essential contact. To this end unless a customer has an emergency we should not be entering people's homes. Further advice will be made specifically to the Aftersales teams.

5. Timesheet thumb Print

Wipes will be made available next to these and we should stagger the use of them. If neither of these are an option the Site manager will be able to manually update the records.

Our Private customers are also depending on us to give them the houses that they have arranged finance for. On the affordable side there is a massive demand for people to move into much needed housing.

This is a constantly changing environment and we really appreciate all of your efforts to get through this. Be kind to each other and keep communicating, we all need to help each other and I have complete faith that we will get through this.

Please, as always ensure that these updates are distributed and displayed for all our site employees to see. Again, this information will be made available on our website shortly.

Kind Regards

Innes Smith