



Austin Design Works, Coronavirus (COVID 19) Business Continuity Plan

In light of the rapidly evolving situation regarding the spread of the Coronavirus (COVID 19), we would like to offer an overview of our current approach to mitigate the potential impact on the delivery of our services to our clients and to minimise the risks the virus poses to our colleagues, clients and contacts.

In line with the current Government guidelines we are now home working, and we look to maintain a consistency of service provision and protect the health and wellbeing of all our staff, clients and contacts.

Safeguarding service delivery

We are fully equipped to work at a distance, including a virtual private network, to facilitate communication and collaboration across all national and external teams, within a secure and safe environment.

We have the capacity to fully attend to your projects and we prioritise the maintenance of regular dialogue with our clients, to ensure the smooth and effective functioning of work. Please therefore be assured that we are doing everything possible to maintain the level of service you have come to expect from Austin Design Works.

Contacting Austin Design Works

Emails: Our email systems are all working as normal.

Phone: You can contact the directors Rachael and Matt on their mobile phones. These details can be found on their email footers, but if you do not have access to these, please email info@austindw.co.uk and your email will be dealt with immediately. Our virtual private network has the capacity for all our people to work remotely without any compromise.

In person: Given Government recommendations, we will not be accepting visitors to our office in Nailsworth. To support social distancing, we will be holding meetings remotely via conference calls or our video conferencing facilities including Skype.

Site Visits: We are still able to undertake site visits in person if in the open, whilst maintaining the recommended distance and putting in to place vigilant hygiene practices.

Other Potential Impacts

Printing: As usual we will be operating digitally for the majority of time we are working remotely but should printing be required we have access to a designated printing service which remains in operation.

We will update you with any additional relevant information as necessary. In the meantime, if you have any queries, please do get in touch with your usual contact at Austin Design Works and we thank you for your continued trust and support during this unprecedented time.