



COVID 19 UPDATE: JULY 2020

Since lockdown at the beginning of March, we managed the deployment of our staff to work from home, in line with government guidelines.

Options senior management have since then carried out weekly DPAT (Disaster Planning Action Team) meetings, directly as a result of the COVID disaster and threat and are continuing to do so ongoing for the foreseeable future.

You will no doubt be aware that the government guidelines are starting to be relaxed in order to get people back to work, and in line with the guidance the Options senior management have been preparing for this and have already started a phased return to office based work..

OPTIONS: PLANNING FOR A RETURN TO OFFICE BASED WORK

We have to date carried out the following:

1. An office risk assessment
2. Identified key functions that can return to the office
3. Identified functions that will continue to work from home and that will be reviewed on a monthly basis
4. We have made adjustments to the work-spaces and desks to allow people to return to the office
5. All individuals who return to the office will be allocated a dedicated workspace for them to use until further adjustments are made
6. We are supplying face masks/antibacterial wipes at each desk/protective gloves/hand sanitisation stations/ signage to remind people to keep their distance
7. We are having the offices cleaned and anti bac'd each day to ensure hygiene is maintained to the highest standard
8. There will be guidance for each member of staff to ensure they are reminded to wipe down their desks and equipment when leaving and starting their working day and as often as they want to.

We've also set out recommendations and requirements for all staff that will be returning to work in the office, to ensure that safety and hygiene standards remain of paramount importance and that staff are supported by management for their mental and physical health and well-being.

We'll continue to take heed of the government guidelines and for example, to ask our staff and any potential visitors to the office

- to declare whether they have been in any area considered high risk (such as Leicester most recently notified).
- to stay at home should they feel they have any symptoms and report immediately suspected symptoms, providing a list of people in the office with whom they have had close contact.

Our approach is to bring specific groups of people back into the office in three phases which we have already commenced, from Monday 6th July through to Monday 3rd August, focussing on the Service and Administration teams and some key high-risk functions and projects. We'll also continue to assess and review our planning and arrangements, taking into account government updates ongoing while the virus still presents a risk to our staff and their families.

We will keep you updated for any significant changes and please refer to the Contact Us page on the website www.optionspensions.co.uk/contact-us for the most up to date email and telephone lists.

Thank you for your support and understanding at this time. Keep safe and well.

<<<<<< End of update section 16th July 2020 >>>>>>

Contact us

Options Workplace Pension Trust schemes

Enquiry Type	Preferred contact method	Contact point
Sending us your employee payments schedules	Email	CPUKcorporateprocessteam@optionspensions.co.uk
All types of enquiries	Email	If you are a member of the Options Workplace Pension please contact us using workplacepensions@optionspensions.co.uk If you are a member of Amber, please contact us using amber@optionspensions.co.uk
All investment company queries should be sent to	Email	workplacepensions@optionspensions.co.uk

You can still call us on +44 (0) 330 124 1510 and if you are not sure, please send an email to workplacepensions@optionspensions.co.uk

Lewis Workplace Pension Trust schemes

Enquiry Type	Preferred contact method	Contact point
All types of enquiries	Email	lewis@optionspensions.co.uk

SIPP and SSAS

Enquiries relating to your Options or London & Colonial pension, please use the following:

Enquiry Type	Preferred contact method	Contact point
Illustrations	Email	illustrations@optionspensions.co.uk
New business	Email	newbusiness@optionspensions.co.uk
Investments	Email	investments@optionspensions.co.uk
Pension benefits and payroll	Email	Benefits@optionspensions.co.uk
Property	Email	property@optionspensions.co.uk
All other enquiries	Email	customerrelations@optionspensions.co.uk

You can still call us on +44 (0)330 124 1505 and if you are not sure, please send an email to enquiries@optionspensions.co.uk

Last updated: 16th July 2020