



Dear Clients and Associates,

I wanted to advise you that we have implemented our Business Continuity Plan to ensure that we can continue to deliver our high service standards with as little interruption as possible whilst we all address the COVID-19 pandemic.

Part of this is the implementation of social distancing measures throughout the firm and increasing our cleaning regimes. All of our staff are aware of the importance of washing hands, regularly sanitising their working space, being conscious of breaking the cycle of direct transfer and otherwise acting upon the advice of the authorities. Staff that are feeling ill or unwell have been directed to stay at home.

Client meetings will only be held in the BAL offices if telephone, email or video conferencing are not feasible, for example the requirement for physically signing documents. Again, this measure has been put in place to minimise the risk of exposure to you and our staff.

If the Government implements lockdown measures, the firm has the capacity to efficiently work remotely and will do so.

Please discuss any concerns you have with your contact at the firm, or by emailing our CEO, Cecilia Blewitt at cecilia.blewitt@ballawyers.com.au

I wish you all the best during these difficult times – stay safe.

Yours sincerely
BRADLEY ALLEN LOVE

A handwritten signature in black ink that reads 'John Wilson'.



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