

## INFORMATION FOR CLIENTS ATTENDING THE OFFICE

### Measures we have taken to keep everyone as safe as possible

We have reduced the occupancy limits in our meeting rooms to ensure safe social distancing is observed.

We have introduced extra cleaning regimes of our meeting rooms and all regular touch points (e.g. door handles, lift buttons).

Our reception desks have been fitted with plastic screens as well as some meeting rooms to limit face to face contact.

Hand sanitiser is available in our reception areas throughout the office and in meeting rooms

### Appointments/dropping in

Please do not attend the office without an appointment. Many of our staff are still working from home and may not be in the office if you call and we don't want to disappoint you.

If you are dropping documents off please ensure these are in a sealed envelope clearly marked for the attention of the person you wish to receive them. We still have staff onsite who will ensure the safe delivery of your documents.

If you have an appointment with us, please be clear on who will be coming to the meeting with you so we can ensure we have the room to accommodate you. We do not want to have to turn you away.

### Attending the office

Please try and arrive at our offices as close to your meeting time as possible. We appreciate people like to be early, however, for the safety of everyone we are trying to keep the number of people in our reception areas to a minimum.

Please respect the safety of our reception staff by staying behind the plastic screens.

Upon arrival our reception staff will ask you to confirm your contact details to sign you in and you will then be pointed in the direction of the hand sanitisers and will be asked to sanitise your hands before your meeting.

### Your meeting

Whilst we usually like to be hospitable, we will not be offering catering or refreshments other than bottled water.

If you are required to sign papers, please try and bring your own pen, where possible, so we can reduce the number of people touching the same item.

## **NHS Test & Trace**

As you will be aware, the Government's advice is that participation in the Covid-19 contact tracing programme is an important part of its measures to manage the spread of Covid-19 in the UK.

As a firm we are committed to supporting the NHS Test and Trace Service which means a situation may arise in which, for the purpose of contact tracing, we may be asked to provide NHS Test and Trace with your name, address and telephone number together with details of any relevant contact between you and any member of our staff or visitors to our premises. However, we will not do so without your consent and you are free to decide whether or not you wish to provide that consent.

If we need to contact you because of an incidence of Covid-19 in our office we will ask you at that point if you are happy for us to share your details with the NHS track and trace team. If you do not give that permission we will not share your details and will of course maintain our usual promise of absolute confidentiality.