



COVID-19: VISITOR GUIDANCE

Following the latest Government guidance and the move to Step 4 of the roadmap, we have now re-opened our office and are welcoming clients/visitors back.

We will revert to face to face meetings for clients subject to the following procedures:

About you

Upon arrival, we ask that you provide us with either a COVID-19 pass showing that you have had both doses of your COVID-19 vaccine, or proof of a negative COVID-19 test taken within the last 24 hours.

As a precaution, we will need to take your temperature on arrival using our contactless infrared thermometer. Any visitors who are displaying COVID-19 symptoms or who have a temperature will not be permitted to enter our office.

We also ask that you adhere to the following safe measures:

- Whilst we will not be imposing social distancing rules, we would encourage you to be cautious and sensible in your interactions with our staff
- Ensure safe hygiene practises throughout your visit, including thorough handwashing and/or use of hand sanitiser provided, as well as coughing/sneezing etiquette (into elbow/safe disposal of tissues)
- We invite you to use the NHS COVID-19 app and check in using our QR code clearly displayed in Reception
- Upon entry and exit, please use the hand sanitiser available at Reception
- Bring with you your own pen/paper if you require it
- Refrain from shaking hands or any other physical contact with our staff

- Face coverings – we will not impose the wearing of masks for visitors but you are free to choose to wear these if you wish

Should you be accompanied by anyone when visiting our office, they should adhere likewise to these measures.

About us

The health and safety of our staff, clients and visitors is paramount and we continue to have measures in place to ensure our offices are as safe as possible, including:

- Social distancing - we have signage around the office to assist with this and encourage all staff and visitors to exercise caution with their interactions with others
- Hand sanitiser – this is readily available at various points throughout the office
- Hygiene - our office undergoes regular enhanced cleaning; antibacterial wipes and cleaning sprays are provided for use by staff/visitors; posters are displayed around the office to raise awareness
- We will complete our visitor book on your behalf
- We have a toilet allocated for use only by visitors
- We have air conditioning assisted by fresh air supply which meets Government recommendations/guidance
- We have a large conference room which allows us to hold safe, socially distanced meetings
- Our staff are not required to wear face coverings

We are still able to offer remote meetings where preferred or where it is not possible to conduct face to face meetings in a COVID-safe manner.

We would like to reassure you that we continue to closely follow official guidance and are taking all precautions to minimise the risk to our staff and anyone coming into our office.

Thank you for working with us to ensure a COVID-19 secure environment. If you have any concerns or questions, then please raise them with the person you are meeting.

Thank you