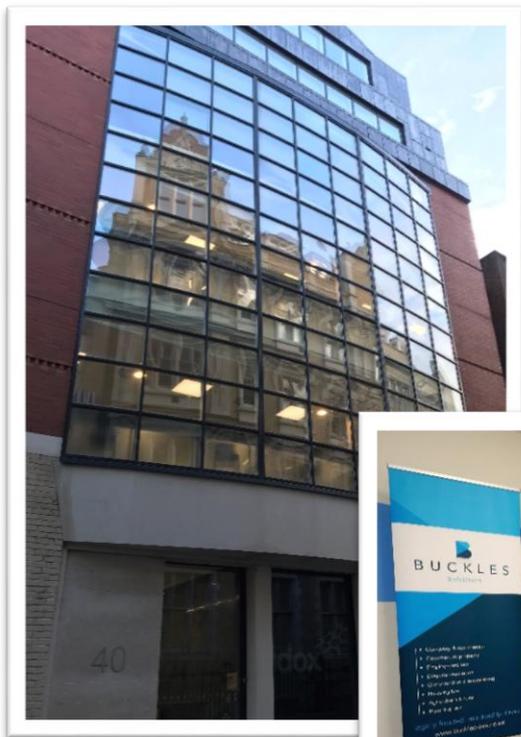




BUCKLES
Solicitors

Office Visits During COVID-19

London



Introduction

The welfare of our clients and staff is our top priority. Following the Government's relaxation of lockdown restrictions, we are opening up our offices to pre-arranged client appointments.

In line with Government guidance, we have made special arrangements to minimise risk by limiting access to the premises and reducing physical interaction and time required to complete meetings as far as possible.

This document sets out what clients may expect when attending the London office for an appointment after 1 August 2020.

What we're doing:

- + Members of staff are not permitted in the office if they have come into contact with anyone with COVID-19 symptoms in the last 14 days, or if they have displayed symptoms themselves within the last 14 days.
- + All staff members are required to complete a temperature check upon arrival of each visit to the office.
- + The firm has implemented 'social bubbles' for staff. Designated teams are working on specified days only on a rota basis. Please be considerate to this when appointments are made – you may need to see a different lawyer in order to accommodate your preferred date and time.
- + Staff are to maintain a 2-metre distance (or 1-metre + masks) from each other and clients at all times.
- + Our staff are practicing frequent hand washing and sanitisation with gels containing a minimum of 60% alcohol. Your lawyer will sanitise their hands before greeting you and after your departure. Please note, they will not offer to shake your hand.
- + Unfortunately, at this time we cannot offer you hot drinks, however water is available – please let your lawyer know if you need a drink and they will get that for you.
- + All meeting rooms will be sanitised in between each meeting, including desks, chairs and door handles.
- + All offices are undergoing rigorous cleaning every day, particularly touch points, kitchens, communal surfaces, doors and desks.
- + If anyone at any of the offices tests positive for COVID-19 the office will be closed and a deep clean will be carried out prior to allowing any members of staff or clients return to the office.

What we expect of you:

- + Please do not attend the office if you or any member of your household is experiencing Coronavirus symptoms, the main list can be found here:
<https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>
 - + Try to limit your visit to one person at a time. A maximum of two people is permitted.
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- + For anyone attending our offices for an appointment who has the NHS Track and Trace app, a QR code will be made available for you to scan. If you have not already downloaded the app, we will ask you to provide a contact telephone number.
 - + We require all visitors to have a temperature check upon arrival.
 - + Please arrive at your appointment time to enable us to maintain physical distancing. You will not be expected to wait in a communal reception area. Once here, you will be shown directly to the meeting room upon your arrival – this is located in the basement.
 - + The lift remains in use but is strictly limited to a maximum of two people at a time. Whether you use the lift or take the stairs is entirely your choice.
 - + Please use the hand sanitiser provided. You will then be directed to your meeting room. Your lawyer will open the door for you to reduce your need to touch surfaces and door handles unnecessarily.
 - + Please maintain a 2-metre distance from people at all times and follow any signage installed to aid this process. Face masks are available and we require all visitors to wear one. If you would like your lawyer to wear a mask, please ask. Try to avoid touching your face during the meeting or on your way home.
 - + There are communal toilet facilities at the London office. You are welcome to use these if needed. If you are unsure where it is located, ask your lawyer.
 - + Once the meeting has ended, please take the pen you have used with you – do not return it to the pen pot. Your lawyer will open the door for you. Please also dispose of any plastic cup that you used in the bin provided. Please use the hand sanitiser upon exit. It is advisable to also wash your hands when you arrive home.
 - + If you have any concerns please speak to your lawyer.
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