

Meeting safely at Greenwoods GRM LLP

COVID-19 Meeting Protocol
August 2020

Most of our client meetings have been taking place very effectively online, but if there is a need for you to visit our offices, perhaps to sign a document, this protocol has been designed to enable meetings to go ahead as safely as possible. If you'd prefer to arrange an online meeting but aren't sure how - just get in touch, we can help.

Before we begin, we would like to assure you that Greenwoods GRM team members are working under a strict COVID-19 protocol to minimise COVID-19 risk across our operations.

It is important to us that you to feel confident in the measures we have put in place to protect your safety. And whilst the experience of visiting us will be different, we know you will understand.

First of all, **please do not attend meetings if you or any member of your household is experiencing COVID-19 symptoms.** You can check symptoms at: www.nhs.uk/conditions/coronavirus-covid-19/symptoms

Once you are happy no symptoms exist, here is how we will work together to meet safely:

- Please arrive at the time of your appointment, we are not able to offer waiting facilities at this time.
- You must wear a face covering, because of the Government's current requirements.
- We have set a maximum number of two client visitors per meeting. Please do not bring anyone with you that is not required for the meeting.
- Use the hand sanitising station at the entrance to our buildings before entering.
- Rest assured that all our door touchpoints are cleaned thoroughly after every visitor with viricidal products which comply with EN 14476, and authorised by the Health and Safety Executive
- You will be directed straight to your allocated meeting room. The door will be open ready for you and we will close it. We are using our rooms on a rota basis this means you can be confident that we have deep cleaned that room before your meeting.
- We know it still seems odd to all of us, but we won't welcome you with a handshake!
- We shall provide a tray of refreshments in your meeting room, although we understand if you would prefer to decline this.
- Seating around our meeting room tables has been configured to ensure a 1m distance during the meeting.
- Our staff won't be wearing a mask in the meeting, but you are required to do so under the Government's guidance dated 7 August 2020.
- We've removed stationery from our meetings rooms so please bring your own pen to enable you to sign documents and a device/notepad/paper to take any notes.
- At the end of the meeting and before leaving the room, we will invite you to sanitise your hands. Door touch points will have been cleaned during your meeting.
- Our toilet facilities are available but can only accommodate one person at a time, so you may need to wait if they are already in use.

We know this isn't how any of us would really like to conduct meetings, but it's what is required at the moment. We hope that before too long we will be able to welcome you back to our offices with our usual hospitality, but for now, thank you for working with us to ensure we can continue to provide you with the legal services you need safely.

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