



Continuing to
keep you safe
when visiting our
offices

Despite restrictions being removed by the Government effective from Monday 19 July 2021, we will continue to do everything we can to limit the spread of COVID-19 in order that we keep you and our staff safe when attending our offices.

- 1.** We will still be limiting the number of visitors to our offices at any one time. With that in mind, we ask that anyone wishing to attend our offices, please book a pre-arranged appointment by contacting us on **0191 567 0465** or emailing us at info@richardreed.co.uk
- 2.** For those that are not quite comfortable with a face-to-face meeting yet, we will still be able to communicate with you via telephone, email or video conferencing such as Skype, Zoom or Teams.
- 3.** If you have booked a face-to-face appointment and you arrive earlier or later than your pre-arranged time, please note that it may be necessary for you to wait outside of our offices until we can accommodate you.
- 4.** If you cannot attend your appointment, please telephone us to let us know.
- 5.** For those that just simply want to drop off documents or other items, these can be posted via our letter box system at the entrance to our office. ***You will not need a pre-arranged appointment to do this.*** All that we ask is that you place your documentation in a sealed envelope and clearly mark it with the name of the person it is intended for and also your Richard Reed file reference number.
- 6.** Whilst it is no longer a legal requirement to wear a face mask or covering, we respectfully ask those that can, to please continue to do so when visiting us. Please speak with your Solicitor or another member of our team, if you have any concerns about this.
- 7.** To also keep everyone safe, we will still not be able to shake hands with you or use any other contact welcome gestures and we will maintain a two metre distance from you at all times.
- 8.** On arrival, if you have downloaded the NHS COVID-19 app, please check in by scanning our NHS Test and Trace QR code situated in our reception area.
- 9.** Please then take a seat in the reception area, whilst observing our social distancing signage and the markers on the floor. These are designed to keep you and our staff safe.

A photograph of three people in an office setting. A woman with long blonde hair is on the left, a woman in an orange top is in the center, and a man in a light grey shirt is on the right. They appear to be in a meeting or conversation. A large, semi-transparent blue circle is overlaid on the left side of the image, containing the text 'Continuing to keep you safe when visiting our offices'.

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10. We will continue to provide hand sanitiser in our reception area and interview rooms which you are more than welcome to use. Please also be assured that our premises are being regularly cleaned and that all our staff will wash their hands and/or sanitise them before meeting with you.

11. During your appointment, if you think you may need to write down any information given to you and/or to sign any documentation, please bring a pen with you. Don't worry if you forget though, we can provide these and you will be invited to take them home.

12. Unfortunately, we will still be unable to offer you any refreshments and we must reserve the use of our bathroom facilities for our staff only. We do hope that no offence will be taken by this and hope that you understand.

Thank you for continuing to help us to keep you and our staff safe.

If you have any concerns or questions about visiting our offices, please do not hesitate to contact us.

www.richardreed.co.uk | 0191 567 0465 | info@richardreed.co.uk