

## Law

From Wednesday 23<sup>rd</sup> September 2020 our offices will be closed to clients / visitors.

Urgent document exchanges and signing are still permitted for clients residing in Newport, which will be held in accordance with Government legislation and guidance. The procedure for these visits is outlined in this document.

All visits for clients based in Newport for document signing and exchanges must be pre-arranged. Please do not attend the office without speaking to an RDP employee first. Please contact your solicitor directly or call 01633 413500 for more information.

This policy provides guidance to clients on how this will operate, to help prevent the spread of the COVID-19 Coronavirus. This policy will be reviewed regularly to ensure it complies with any changes to legislation and guidance as they occur.

### If you are dropping off, collecting, or signing documents, please...

1. Ensure you are wearing a face mask
2. Ring the buzzer and wait at the front door where you will be greeted by a member of staff who will also be in a mask
3. Once greeted at the door please maintain social distancing (keeping 2m apart)
4. Use the hand sanitising station inside the main entrance
5. Adhere to the social distancing measures for the duration of your visit. If you are in any doubt, please ask a member of staff.

After following the above procedure (#1 - #5) the document exchange or signing will be conducted at a table in the main entrance way of the building.

If you do not feel comfortable entering the office, please advise our receptionist before your visit and we will arrange to meet you outside and deal with matters at a safe distance in the car park.

### Cleanliness

Please be assured, all surfaces and touch points (including any pens used) will be thoroughly cleaned after every visitor – using anti-bacterial spray / wipes. This also includes the table in the entrance way and any stationery and touch points used during visits.

### Test, Trace and Protect

We are required to keep an accurate log of all clients, visitors and suppliers entering the office to assist with the Government 'Test, Trace and Protect' strategy. Our receptionist will note down your name and date of visit in our confidential visitor log.

### Please do not visit the office if...

1. You are experiencing any of the following symptoms:
  - Fever / high temperature
  - New continuous cough – coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse)
  - Loss or change to sense of smell or taste
2. You or a member of your household / extended household is self-isolating
3. You live outside of Newport

If you have made an appointment and any of the above points apply to you, we ask that you please inform us straight away and your appointment will be rescheduled.

It is of utmost importance to us to keep both our employees and clients / visitors safe.

We would like to assure our clients that we are taking all the necessary precautions to reduce the risk of spreading the virus to ensure your health and safety is protected and thank you for your continued support and patience.

**This policy will be reviewed regularly in accordance with updates to legislation and as further guidance is provided by the Government.**