

Brachers COVID-19 Risk Assessment: Client Guidance

The health and safety of Brachers' clients and staff are paramount. The Government has asked businesses to carry out a risk assessment to ensure safety in the workplace.

We have put together this guidance on the back of our COVID-19 risk assessment and in-line with government guidelines. This information is intended to minimise your exposure to the virus.

Help stop the spread

We are available to help you during our normal office hours. You can talk to us by telephone or through several different virtual platforms. We will let you know what technology we have available when you make contact.

While this is our preferred method of contact, if it's not possible to discuss your issue virtually, we can meet in person if social distancing measures are followed. This may include site or home visits where our lawyers need to be present to witness a signature, or court appointments. For the foreseeable future, meetings at Brachers offices will only be held if necessary and numbers must be kept to a minimum.

In line with the latest Government guidance, we ask that all clients and external contractors visiting the premises wear a face covering on entering the building and for the duration of your visit. We understand there may be exemptions to this request, such as those who have an age, health or disability reason for not wearing a face covering.

Your health is important to us

If you are visiting one of our offices, please check your temperature and do not come in if you have an increased temperature or are displaying other [symptoms of COVID-19](#). If a member of your household has symptoms of coronavirus, please follow the [stay at home guidance](#).

On arrival for a meeting, reception staff will ask for your consent to us providing your details to [NHS Test and Trace](#) should someone who works for, or has visited Brachers, come into contact with COVID-19. For specific cases, such as if you are a client of our family team, written consent for this would have already been asked for before you arrived. These details include: your name, address, postcode, telephone number and details of any relevant contact between you and a member of staff, or visitor to our premises. You are not obligated to provide this consent, but without it we are unable to assist the NHS Test and Trace scheme.

If you are able to do so, please wear a face covering for the duration of your visit. It's likely you'll be shown directly to a meeting room rather than to our reception area – please ensure you maintain 2-metre social distancing measures. We will provide water in disposable cups and hot drinks only on request. The meeting room will be thoroughly cleaned before and after you enter.

If we are advised that a staff member or member of the public who recently visited our premises has developed COVID-19, we will identify who has been in contact with them and contact the Public Health Authority for advice on any actions that should be taken. This includes if a staff member has visited another workplace or house where someone has been known to have coronavirus.

Maintaining personal hygiene

Hand sanitiser will be provided at the entrance to each of the buildings and everyone must use this when they enter.

Anyone visiting our offices is asked to follow the below Government guidance at all times.

- **HANDS:** Wash your hands regularly and for at least 20 seconds.
- **FACE:** Cover your face in enclosed spaces, especially where social distancing may be difficult and where you will come into contact with people you do not normally meet.
- **SPACE:** Stay 2 metres apart where possible, or 1 metre with extra precautions in place.

Toilets

Several of our bathrooms are available for use by clients. Bathrooms should only be used by one person at a time and those waiting to use the bathroom should queue outside following the 2-metre rule.

On entering and exiting the bathroom, please change the occupied sign and wipe down commonly touched surfaces – such as the sink and tap –with antibacterial wipes, which will be provided.

Cleaning

Our offices are cleaned at the end of each day by North Kent Cleaning Company.

*This document was correct on 8.10.20. As the government updates its guidance, the document will be updated appropriately.