

TWM Solicitors LLP

Coronavirus / COVID-19: Guide for clients and other visitors to our offices

PLEASE DO NOT ATTEND ANY OF OUR OFFICES OR ARRANGE TO MEET ANY OF OUR PERSONNEL IF YOU OR ANY OF YOUR HOUSEHOLD ARE UNWELL OR DISPLAYING SYMPTOMS OF CORONAVIRUS, OR WITHOUT PRIOR AGREEMENT IN WRITING IF YOU ARE IN EITHER OF THE VULNERABLE CATEGORIES

Area of concern	Recommended controls
Meetings, delivery of documents, and in order to provide original identification documents, etc	<ul style="list-style-type: none">• Face-to-face meetings will only take place where necessary• If face-to-face meetings cannot be avoided, attendees to sit at least 2 metres apart• Hand sanitiser will be available in meeting rooms• Signage will be displayed to reduce congestion in communal areas or to close some areas completely• Electronic signatures should be used where possible to minimise the need for paperwork to be handed over between parties• Delivery of papers - drop-off zones have been established, where necessary, to avoid files having to be handed directly from one person to another
Common Areas	Reception areas <ul style="list-style-type: none">• Offices will be open for client visits where necessary, and by appointment only• The person meeting and greeting the visitor must ensure they remain 2 metres away from the visitor at all times• Markers will be put on the floor 2 metres away from reception desks

Area of concern	Recommended controls
	<p>Kitchen Areas</p> <ul style="list-style-type: none"> Bottled water is available for all visitors. The supply of hot drinks is currently suspended. <p>Staircases</p> <ul style="list-style-type: none"> Notices are displayed at the top and bottom of stairwells advising people not enter until the stairwell is clear <p>Lifts</p> <ul style="list-style-type: none"> The number of people using a lift is restricted to one person or, if a visiting family unit, to the family unit Sleeves or other indirect methods of contact should be used to press lift buttons if possible
<p>Cleaning</p>	<ul style="list-style-type: none"> All premises have been deep-cleaned and will be subject to regular enhanced cleaning measures
<p>Hygiene practice</p>	<ul style="list-style-type: none"> Posters are displayed at each office reminding everyone to wash their hands, avoid touching their face, and if coughing or sneezing to do so into a tissue or into their arm, and then to bin the tissue Everyone is encouraged to wash their hands regularly with soap or alcohol-based sanitiser and follow infection control procedures
<p>Ill-health</p>	<ul style="list-style-type: none"> Any visitor or member of personnel who displays signs of being unwell, such as a cough, fever or difficulty in breathing, and believes they have been exposed to coronavirus, should immediately be referred to the Head of Office. We reserve the right to take a person's temperature using a no-contact infra-red thermometer. If their temperature is higher than 37.8 degrees centigrade they will be asked to leave the office immediately Areas used by unwell personnel members/visitor/contractors who need to go home will be appropriately cleaned once vacated

INDIVIDUAL OFFICE ARRANGEMENTS

Office	Contract number to gain entry	Which door to use	Where to park
GUILDFORD 65 Woodbridge Road, GU1 4RD	01483 752700 07798 530296 (Matthew Truelove)	Main door on ground floor and then take lift or stairs to reception on the 3 rd floor. Wait by the reception doors until asked to come in.	Limited parking is available under our building and must be booked in advance. Otherwise there are local car parks and on-street metered parking
CRANLEIGH Broadoak House, Horsham Road, GU6 8DJ	01483 273515	Visitors should use the front door. Personnel enter via the back door. Clients and other visitors will be shown straight into the boardroom rather than reception.	Car park at the front of the building
EPSOM 123 High Street, KT19 8AU	Relevant number will be provided when meeting is arranged	Visitors should phone the number of the person they are meeting on arrival to be let in	The Ashley Centre car park is the closest. Other local metered parking is available.
FULHAM 1 Stephendale Yard, Stephendale Road, SW6 2LR	020 7736 6277	Entrance is via Unit 4 to the side of the building.	Parking is free for up to 3 hours at Sainsbury's at Fulham Wharf. Otherwise local metered street parking is available. RingGo code is 17509
LEATHERHEAD Sweech House, Gravel Hill, KT22 7HF	01372 374148	Visitors should use the front door. Personnel will use the back door.	TWM car park to the rear of the building. Otherwise there are local car parks and on-street metered parking
REIGATE 40 West Street, RH2 9BT	01737 221212	Visitors should use the front door on arrival and exit via the back door. Clients who park at the rear of the building are asked to walk around to the front door	Car park at the rear of the building or in the surrounding side streets (taking care not to block residents' access). If parking in our car park it is fine to park across other cars.
WIMBLEDON 7-9 Queens Road, SW19 8NG	020 8946 6454	Visitors should use the front door. Clients and other callers will be shown straight into the boardroom rather than reception.	In the local car parks (the nearest is Centre Court) or nearby metered street parking.