

COVID-19

Visitor

Guidelines

September 2020

Volpa is asking for the support and understanding of our clients in helping us minimise the risk of COVID-19.

In order to keep everyone safe, we are actively encouraging all of our team to arrange meetings virtually where possible and we continue to take guidance from the Scottish Government in relation to this.

Taking this into account, we are now limiting access to our offices to essential visitors only.

Before asking to meet in our office, we respectfully ask you to consider whether your attendance at our office is essential or whether the meeting can take place virtually, via Zoom or Microsoft Teams. If you are unsure as to whether your proposed visit is considered essential, please contact the member(s) of the team you wish to meet with.

We would like to take this opportunity to thank you in advance for your help and understanding whilst we navigate through these uncertain times.

Remember **FACTS** for a safer Scotland:

- Face coverings
- Avoid crowded places
- Clean your hands regularly
- Two metre distance
- Self isolate and book a test if you have symptoms

Points to consider

- Does your meeting have to happen face-to-face in our office, or can it be conducted virtually?
- If it is essential that the meeting happens face-to-face in our office, you should ensure that:
- Only absolutely necessary participants should attend – at this time and to comply with social distancing measures we are limiting this to a total of 4 attendees at a meeting, this is inclusive of our team members.
- Maintain social distancing rules at all times, at present the rule is 2m. We may use floor signage within our office to help maintain the social distancing rules and we respectfully ask you to follow the signage.
- If you or your colleagues are deemed as high risk or live with people that are considered to be vulnerable, we would recommend that the meeting takes place virtually to reduce the risk of you or them being compromised.

Before Attending our Office

If your visit to our office is an essential one, we would nevertheless ask that you refrain from visiting if:

- You have travelled from or transited through any of the countries or areas that are currently on 'lock down' in the past 14 days or on the quarantine list for Scotland. We are aware that changes to these countries can change on a regular basis, therefore, please click on the hyperlink below for the current guidelines:

<https://www.gov.scot/publications/coronavirus-covid-19-public-health-checks-at-borders/pages/exemptions/>

- You have developed a fever (above 37.8C), experienced a loss of taste or smell, or a new, continuous cough within the last seven days. Other symptoms may also include shortness of breath, chills/repeated shaking with chills, muscle pain, sore throat, and headache.
- Anyone in your household is required to self-isolate in accordance with Government guidelines.

Meeting Attendance

- Along with all members of the Volpa team, any visitors to our office should wash their hands with soap and water before leaving home and once they arrive at our office. The toilets are located just along the corridor from our main door. Gel hand sanitiser will also be available on arrival and throughout your visit.

- Please wear a face covering when entering and leaving our office building.
- Please observe social distancing and signage in other areas of our office premises this includes entrances, exits, toilet facilities and smoking areas.
- We will unfortunately not be able to offer you refreshments during the meeting as we have shared kitchen facilities, so please bring refreshments with you.
- We will not be able to share items such as pens with you, so please come prepared to the meeting, if you need us to provide any items such as pens, please notify us in advance so that we can have these prepared and ready for your arrival.
- For the avoidance of potential embarrassment, we would also like to advise that the office is currently operating a 'no handshake' policy for all visitors.
- Again, If you arrive at our office and you feel that your health and wellbeing may be at risk, please make your apologies and ask for the meeting to be re-arranged virtually, our team members will also ask for the meeting to be rearranged to a virtual meeting if they feel that their health and wellbeing may be at risk.

We apologise for not being able to give you our usual warm welcome, but we must take the current situation very seriously and to look after the welfare of all of our team and visitors.

Post Meeting

- If you or any of your colleagues develop symptoms of Covid-19 within 7 days of our team members visiting your office, please advise us as soon as possible so that we can take steps to notify all of our team members and to take the necessary steps to arrange testing and self-isolation.
- If any of our team develop symptoms of Covid-19 within 7 days of visiting your office, we will advise you of this as soon as possible so that you can take steps to notify all of your team members and to take the necessary steps to arrange testing and self-isolation.
- If you have any questions, please contact the member of staff you are due to visit.

Thank you!



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