

## MANAGING CLIENT CONTACT SAFELY UNDER COVID ALERT LEVEL 2

Rede Advisers have now returned to work in our offices in accord with Worksafe and Public Health requirements for client safety and care. We have determined that we can operate safely and have taken steps to ensure that we do so.

Under Alert Level 2 we are permitted to conduct business with our clients and prospective clients. However, we all need to be careful and take heed of the risk that remains.

### WHAT WE HAVE PUT IN PLACE TO KEEP YOU SAFE?

- If we are unwell or personally associated with a Covid-19 risk, we will postpone our appointment or visit with you. We ask that you please do the same.

### PHYSICAL DISTANCING

- We will need to refrain from physical contact such as handshaking, embracing, kissing, or hongi, but we can smile and wave to show our appreciation.
- We will maintain a one-metre physical distance when you visit our offices, or if we visit you at home.
- The number of people in a meeting should be limited according to the size of the room, so we can maintain the physical distancing requirement.
- If you wish, we can also continue to meet virtually by Zoom or Microsoft Teams; two technologies that have worked very well during the lockdown.

### HYGIENE

- We have instituted some hygiene practices in our office to limit the risk of contamination e.g hand sanitiser upon entering, wiping down surfaces with disinfectant.
- If we visit you at home, we will follow your household's rules.
- If you have personal protection equipment you prefer to use, such as gloves or masks, please feel free to do so.

### CONTACT TRACING

- When you meet with us in our offices, we will need to collect your details for contact tracing. For those with a smart phone, the easiest way is to take a photo of our CHECKIN-19 QR code.
- We also have a backup paper contact schedule which requires only a pen, not a smart phone.
- We will also provide our details to you if we visit you at home for the same purpose. These will be treated as confidential and kept in a secure place. The information will be destroyed after two months.

If you have any questions regarding the above, please don't hesitate to contact us on (03) 964 4207.