

# face-to-face advice meetings.

## COVID-19 guidance

- Your meeting will start with the Adviser asking whether you would prefer they wore a face mask or covering. Advisers will also be equipped with additional face masks - should you feel more comfortable wearing one too.
- We ask that all our clients and Advisers maintain and observe social distancing practices at meetings.
- Advisers have their own thermal flasks and water flasks so they do not need to be offered drinks during the meeting.
- All Advisers have been provided with information on good hygiene practices and social distancing.
- Hand sanitisers have been issued to our Advisers for use when travelling to a meeting.
- Advisers have been informed not to share any items such as pens.
- Advisers will not conduct any meetings if they are isolating or have developed COVID-19 symptoms.