



Covid 19 Return H&S Policy

Policy - Statement of Intent

The aim of this policy is to ensure, so far as is reasonably practicable, the health, safety and welfare of our employees and others who may be affected by our work activities during a pandemic and to adopt measures and advice required by Government Public Health bodies and comply with all relevant all health and safety relevant legislation, including:

- Health and Safety at Work etc. Act 1974
- Management of Health and Safety at Work Regulations 1999
- The Control of Substances Hazardous to Health Regulations 2002 (as amended).

Employer Responsibilities

To ensure that all work activities are undertaken by the organisation giving due regard to current measures and advice required by Government Public Health bodies, we will:

To minimise disruption to normal business service by a pandemic outbreak goods, services and functions of the organisation that are essential to its operations and survival will be defined and the Company will:

- Only essential business travel will be permitted during a pandemic, and procedures for approving travel will be tightened.
- Viewings will not last more than 15 minutes.
- PPE will have to be worn
- Only two adults per viewing.
- Viewings will have to be staggered – days of 'open houses' are over.
- No hot desking
- Distance between workstations.
- All surfaces disinfected regularly.

Employee Responsibilities

You will be expected to adhere to any guidance and instructions issued to you by the Company during the pandemic. These may include:

- Advising employees to avoid face-to-face meetings and to use teleconferencing, videoconferencing and the internet instead, where possible;
- Advising employees to avoid crowded places or heavily populated gatherings (eg sporting events);
- Advising employees to avoid congregating at break times
- Agents should ask whether any party is showing symptoms or has been asked to self-isolate before going ahead with any viewing, or visits to offices.
- Agents should operate using an appointment system for visits to their offices and when conducting viewings.
- Agents should not carry out any open house viewings.
- Agents should strongly encourage clients to view properties virtually in the first instance and then only physically inspect properties which they have a strong interest in.
- Agents can accompany physical viewings and seek to maintain a minimum of 2 metres distance from others wherever possible. Where social distancing is not possible and the visit is within an enclosed space, PPE still to be worn.
- Where they do not accompany the visit, they should make sure that both buyers and sellers clearly understand how the viewing should be conducted safely.
- Agents should not drive clients to appointments.
- All parties viewing a property should wash their hands with soap and water (or hand sanitiser if not available) immediately after entering the properties, with internal doors opened and surfaces having been wiped down before they enter. Separate towels or paper towels should be used if possible and washed or disposed of safely after use. Unless gloves worn.
- Agents should do what they can to promote flexibility when arranging move dates, for example advising clients to ensure contracts have explicit terms to manage the timing risks presented by coronavirus.
- Agents should work with their clients and other agents to broker a new date to move where sales are due to complete and one of the parties falls ill with coronavirus or has to self-isolate.
- Agents should ensure that any keys are appropriately cleaned before handover.

Wearing a face covering

A cloth face covering should cover your mouth and nose while allowing you to breathe comfortably. It can be as simple as a scarf or bandana that ties behind the head.

Wash your hands or use hand sanitiser before putting it on and after taking it off and after use. Avoid touching your eyes, nose, or mouth at all times and store used face coverings in a plastic bag until you have an opportunity to wash them.

Do not touch the front of the face covering, or the part of the face covering that has been in contact with your mouth and nose. Once removed, make sure you clean any surfaces the face covering has touched.

You should wash a face covering regularly. It can go in with other laundry, using your normal detergent.

When wearing a face covering, take care to tuck away any loose ends.