

The background image is a nighttime photograph of a multi-story brick building. The building features a prominent conical roof with a dark, pointed top. The ground floor has large glass windows and doors, some of which are illuminated from within, showing interior displays. The word 'HASLAM'S' is visible in illuminated letters above the entrance. The sky is dark with some light clouds, and a bright light source is visible in the upper left corner, creating a lens flare effect.

Haslams Estate Agents Team Remobilisation Policy

First produced: May 2020

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Haslams' Remobilisation Policies

This policy document collates the protocols, processes and procedures Haslams has put in place to maintain the safety and wellbeing of its employees, contractors and customers following the easing of the Covid-19 pandemic lockdown restrictions.

It has been produced by the executive board and senior managers at Haslams Estate Agents and will be reviewed and updated frequently.

Contents

Office Policy	Page 2-4
Return to work 121	Page 5
Travelling to and from the office	Page 6
Viewing policy	Page 7-8
Property visit policy	Page 9
Guidance for occupiers on showing customers your home	Page 10
Guidance for customers on attending viewings	Page 11
Valuation policy	Page 12
Customer and third party company policy	Page 13

Office Policy

Social distancing measures and working from home

- As of 6th September 2021, our teams are no longer legally required to social distance when in the office following the relaxation of government restrictions and that fully vaccinated people no longer have to isolate if they are in contact with someone who tests positive for Covid-19. However, due to the rapid spread of the Omicron variant, we are encouraging as many people to work from home as possible from 13th December 2021 following government advice. This also allows for more space in the office to spread out more and reduce the risk of transmission.
- Hygiene screens are in use at the reception area.
- The number of tables in the entrance area is reduced from four to three.
- Additional coat racks have been erected to reduce the need for all team members to be in the same space to hang or retrieve their coats.
- An additional exit from the locker area has been opened up to ensure no one needs to squeeze past one another during busier times.
- Staggered start and end times are in place for some employees to reduce the number of people coming in to the office and using the locker space at any one time is in place for some team members.
- Where possible, the larger boardroom should be the preferred location for meetings if they cannot be held virtually.
- No more than four people should be in the boardroom at any one time.
- Employees should spread out during breaks and adhere to the maximum number of people signage for the booths.
- All visitors are politely asked to have their temperature taken as they enter the office. If the temperature and box show green in colour then no further action needs to be taken. However, if it is red then we may need to ask them to leave the premises.

Minimising cross contamination

- All team members are encouraged to regularly take lateral flow tests at least twice a week before coming to the office. There is a supply of lateral flow tests to take if someone develops symptoms whilst in the office.
- All team members are to use the thermal imaging temperature camera as they enter the office each day. If the temperature and box show green in colour then no further action needs to be taken. If these show red, then self-isolate in the isolation room and try again after 15 minutes. If red again then leave the office and call Hannah Jackson, Rosie James or a line manager in their absence.
- Where possible to not compromise fire safety measures, internal doors will be propped open to ensure less touch points when moving around the building.
- The front door handle is to be wiped down with an antibacterial wipe regularly.
- The boardroom should be wiped down, including desks, key boards, chairs and door handles after every use.
- Teams should use the dishwasher to wash cups, glasses, crockery and cutlery. If the dishwasher is in use, these items should be thoroughly washed by hand using the washing up liquid provided.

- Hot desking should be kept to an absolute minimum and only when team members are switching over at the sales bar. Chairs should not be moved. All workstations and chairs must be wiped down thoroughly with antibacterial wipes before and after use.
- All used PPE or lateral flow tests must be disposed of in the PPE bin; not other office bins.
- Once a team member has used a company car, they should wipe down the steering wheel, gear stick and other touched areas with the antibacterial wipes provided.
- Daily cleaning continues with added focus on the keyboards, telephones and mice.
- The disinfectant backpack sprayer can be used to cover large areas quickly, including the keys.
- When handing out or receiving keys from customers or contractors, they should be sprayed using the disinfectant spray at the sales bar and in the key room.
- Try to limit the use of photocopiers and if you have to, sanitise your hands before and after use or wash your hands and wipe down the areas touched afterwards.

Employees with symptoms

- Any team members with symptoms of Covid-19 are to stay at home and follow government guidance on self-isolation for a minimum of 10 days from the onset of symptoms. They should obtain a PCR test as quickly as possible. This is applicable regardless of vaccination status.
- Employees who are a little unwell with non-Covid-19 symptoms but feel OK to work are asked to take a lateral flow test daily until they feel better and speak to their line manager where a decision will be made on whether they can work in the office.
- If you can work from home you can continue to do so, otherwise this will be noted as sick absence and the company sick policy will apply.
- If a team member is unsure as to whether they have a temperature whilst they are at work, they can use one of the two forehead thermometers located with the first aid boxes. These should be wiped down after use. Alternatively, use the thermal imaging camera installed at the front of the office.
- If someone develops symptoms whilst at work, they should inform Hannah Jackson, Rosie James or a line manager in their absence and isolate in the rear basement meeting room and wear PPE until we can agree a safe way of transporting them to their home or healthcare facility.

Contact with someone who has symptoms or has tested positive for Covid-19

- Team members who live with, or are in a support bubble with, someone who develops symptoms no longer have to self-isolate under government guidelines if they are fully vaccinated, however depending on the situation we may ask that they do not attend work for 10 days as a precaution.

The current government definition of fully vaccinated is '*You are fully vaccinated 14 days after having received two doses of an approved vaccine (such as Pfizer/BioNTech, AstraZeneca or Moderna/Spikevax) or one dose of the single-dose Janssen vaccine.*')

- As of 14th December 2021, fully vaccinated, close contacts of someone confirmed to have Covid-19 should take a rapid lateral flow test every day for 7 days or until 10 days since your last contact with the person who tested positive for COVID-19 if this is earlier. If you develop symptoms or test positive from a lateral flow test, you should self-isolate and order a PCR test.
- The above advice on lateral flow tests replaces the need for fully vaccinated people to self-isolate following close contact with a suspected or confirmed case of the Covid-19 Omicron variant as of 14th December 2021.
- Team members who are not fully vaccinated will still need to self-isolate if they come in to contact with someone confirmed to have Covid-19 or live with someone who has symptoms or tests positive for Covid-19.
- Team members who become aware that they have come in to contact with a confirmed case of Covid-19 or is in a household or support bubble with someone who is showing symptoms or has tested positive should inform Hannah Jackson and Rosie James immediately and also disclose the names of any colleagues who they have been in contact with.
- If team members are contacted by NHS Test and Trace to say that you are a contact of someone who has tested positive, you will be asked to self-isolate as per Government guidance and your vaccination status.
- Team members should share the results of any Coronavirus tests or contact from NHS Test and Trace immediately by emailing or forwarding the text to Hannah Jackson and Rosie James.

Return to work 121

- Team members due to return to work after a prolonged period of working from home or after self-isolation will receive a phone call from Hannah or Rosie to confirm that they do not have symptoms of Covid-19, are not isolating and have not come in to contact with anyone with a suspected or confirmed case.
- If an employee develops symptoms after their phone call but before their return to work, they should notify Hannah and Rosie and not return to the office as planned.
- Teams will have the chance to ask questions on the policy and procedures at any time and will be asked to confirm that they understand and agree to adhere to these policies.

Travelling to and from the office

- Where possible, you should travel to work without using public transport.
- Where you cannot get to the office without the aid of public transport, we may review your office hours to accommodate an off peak commute or utilise one of the company cars if available.

Viewing policy

Applicable to all departments

Customers can view an initial video tour, if available, before a physical viewing to reduce unnecessary face to face meetings.

The guidelines below will apply to physical viewings:

Prior to the viewing

- Haslams will always confirm viewings with occupiers and will respect their wishes regarding PPE. If they wish all parties to wear PPE this will be communicated to the viewer.
- Check if any occupiers or viewers are self-isolating, displaying any symptoms of Covid-19 or have recently received a positive diagnoses. Unfortunately, if any of the answers to these questions is yes we will be unable to carry out the viewing.
- No open house viewings or multiple viewings at the same time will be booked.
- We will continue to observe social distancing on appointments wherever possible, despite the relaxation of restrictions.
- We will email the property particulars to the customer prior to the viewing, but hard copies can be requested if preferred.

During the viewing

- Unfortunately, we will not be able to drive customers to, or between appointments and therefore customers should meet a Haslams representative at the property via their own means.
- We request that everyone attending a viewing wear a face covering. We may not be able to show you a property if you refuse to wear a face covering whilst indoors.
- If childcare cannot be arranged, please ensure children are closely supervised to avoid touching any surfaces in the property.
- Haslams will sanitise their hands before a viewing and recommend viewers do the same. We can provide hand sanitiser if needed.
- Open house viewings and viewings from multiple unconnected parties at the same time will not be permitted by Haslams.
- Haslams team members and viewers are discouraged from touching anything unless absolutely necessary and the area touched should be cleaned with antibacterial wipes after contact if not wearing gloves.
- Confined spaces, such as lifts, should be avoided if possible.

After the viewing

- Use the hand sanitising gel provided to immediately clean hands and wipe down any frequently touched areas in the car, such as door handle, steering wheel and gear stick.

- Upon your return to the office, wash your hands for 20 seconds and clean any keys before hanging them back up.

Hygiene equipment use

- PPE, if worn, should be disposed of in the bag provided if there is not a public bin near the property. This bag can then be disposed of in the office once the team member returns.

Additional policy applicable to New Homes site viewings

- Viewings at New Homes sites should be by appointment only wherever possible.
- Where there is a show home, customers should be able to look around themselves.
- Haslams will obtain and review policies from all developer clients, to ensure we are satisfied with their Health and Safety arrangements for our teams and customers.
- Our team members should follow any specific guidelines provided by the relevant developer and inform viewers accordingly.

Property Visit policy

- Following the easing of restrictions on 17th May 2021, physical property visits recommenced in line with a gradual easing of restrictions. However, as of 13th December 2021, we have taken the decision to temporarily suspend property visits. We will review this policy in the New Year.
- If a property visit is deemed to be urgent so assess whether there is a danger of deterioration to the property or health of the occupiers, prior to the appointment, the tenant will be asked to confirm that they are free from symptoms, not self-isolating due a member of their household experiencing symptoms and have not been in contact with anyone who has a suspected or confirmed case of Covid-19.
- When entering the property, the Client Manager will wear a face covering if preferred by the occupier.
- Client Managers will sanitise their hands between property visits. They will take care not to touch anything within the property unless absolutely necessary.

Guidance for occupiers on showing customers your home

In the interests of keeping all Haslams' clients, customers and employees safe and well following an easing of lockdown restrictions, we have produced the following guidance which we recommend you follow.

Prior to the viewing

- Please keep all valuables out of sight.
- Open all internal doors to avoid these having to be touched during the viewing.
- Open cupboards and wardrobes as you feel comfortable. It is common for viewers to want to see the depth of these storage spaces.
- Open doors to each room so viewers will not need to touch these whilst viewing the property.
- Please leave some windows open where possible to help with ventilation.
- We recommend wiping down any key areas before each viewing with antibacterial wipes or cleaning product eg door handles, hand rails.

During the viewing

- Please avoid close contact with Haslams or the viewer wherever possible.
- Haslams and the viewers will wear a face covering at the viewing. We will have supplies of face masks if the viewers do not have their own.

After the viewing

- We recommend wiping down any key areas after each viewing with an antibacterial wipe or cleaning product.
- Dispose of any single use PPE used, such as disposable gloves, safely in a waste bin.

Other precautions we will be taking

- Please don't be offended if we ask if you or any of your household are currently experiencing symptoms, have tested positive for Covid-19 or are self-isolating. We just want to keep everyone safe. We will ask the same of all occupiers to properties, viewers and our team members!

Guidance for customers on attending viewings

In the interests of keeping all Haslams' clients, customers and employees safe and well following an easing of lockdown restrictions, we have produced the following guidance which we recommend you follow.

Prior to the viewing

- Please review the property details that we have emailed to you. We will not bring a hard copy of the details to the viewing unless requested, therefore if you would like a hard copy please contact us beforehand.
- Following the increased transmissibility of the Omicron variant, we will ask that you wear a face covering and sanitise your hands and we will do the same. We will have supplies of face coverings available if you do not have your own.

At the viewing

- Many of the properties that we will show you will be occupied and so it's important that you do not touch anything in the property unless absolutely necessary.
- Please maintain a safe distance from occupiers and ourselves wherever possible. We are continuing a policy of social distancing and will brief any occupiers before the viewing in order to manage things as best as possible. Please listen to our sales advisor and follow their instruction once inside.

Other precautions we will be taking

- Please don't be offended if we ask if you or any of your household are currently experiencing symptoms, have tested positive for Covid-19 or are self-isolating. We just want to keep everyone safe. We will ask the same of all occupiers to properties, viewers and our team members!
- We will have hand sanitiser and antibacterial wipes to use before every appointment.

Valuation policy

Virtual valuation policy

If an initial virtual valuation is preferred by the customer Haslams may ask for:

- Homeowners full details, address and correspondence details.
- A description of the property with attention to heating type and age of boiler, window type and any repairs required, age of kitchen and specification, age of bathroom and specification, improvements made that may not be visible (roof, cavity wall, flat roofs), garden description.
- If there are any areas which require attention, electric, damp, cosmetic repairs.
- A video of the property or for you to send photos ahead of the appointment or confirm if this will be done during valuation call.
- Agree time and date to call and method i.e Telephone, Video via Zoom, Whatsapp or Facetime.

Physical valuation policy

During a physical valuation, Haslams will follow the process below:

Prior to the appointment

- Ask whether anyone is self-isolating in the property or if anyone has recently tested positive or showing signs of Coronavirus. If the answer is yes to any of these, we should not enter the property and instead either delay the physical valuation or undertake a virtual appointment.
- We will wear a face covering when we attend the valuation and sanitise our hands,

During the valuation

- Comparables and any sales info may be shown electronically on the appointment and left with the customer if requested. Alternatively, these can be emailed after the appointment along with the valuation or instruction letter.

After the valuation

- Use the hand sanitising gel immediately after the appointment and wash your hands when you return to the office for 20 seconds.

Customer and third party company policy

Customers

- Hand sanitiser if available for customers to use as they enter the building.
- Upon entering the offices, signage will direct customers to a holding area (2m or more away from any Haslams team member) where we will greet them.
- We will ask you to use the thermal scanner to take your temperature as you enter the building. This does not store any information and will simply give a temperature reading.

Contractors, inventory clerks, photographers and surveyors

- All contractors, inventory clerks, surveyors and photographers are asked to sanitise their hands as they enter the building.
- They will ideally tell us in advance what keys are required and always stay at the front of our office.
- Keys are to be taken down to the contractors in a box – sanitised before given out and sanitised again when returned.
- All contractor companies must provide risk assessments or evidence of policies to satisfy ourselves and our customers that they are taking suitable precautions.

Thank you from all at Haslams for keeping everyone safe and well!