



Haslams Estate Agents Health & Safety Policy

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Office Policy

Social distancing measures:

- There will be a restricted number of staff in the office at any one time.
- Please follow the social distancing signage in the office.
- No more than 3 households and a maximum of 6 customers at any one time. If the maximum number is already reached, we will politely ask you to wait outside.
- Staff will inform you of the social distancing measures that we are adopting and ask you to adhere to them when you enter the office. If you do not adhere to this, then staff will politely ask you to leave.

Minimising cross contamination:

- The front door handle will be wiped down with an antibacterial wipe regularly and after every customer leaves the office.
- Daily cleaning will continue throughout the office.
- We will not be able to offer customers or contractors drinks.
- We cannot take customers in company cars for any reason.
- Only employees are allowed past reception, including for the use of the toilet facilities.

Employees with symptoms:

- Any staff members with symptoms will stay at home and follow government guidance on self-isolation for a minimum of 10 days from symptoms starting. They should obtain a test within five days of symptoms starting.

Customer & Third Party Policy

Customers:

- Following Government guidance, every visitor to the office will be asked to check in to Haslams by scanning our QR code using their NHS Covid-19 app. If a visitor does not have this app, they should provide their name, address and contact information. This is required for tracing purposes should anyone contract Covid-19.
- All customers are asked to sanitise their hands as they enter the building.
- Upon entering the office, signage will direct customers to a waiting area (2m or more away from any member of staff), where staff will greet them.
- No more than three households and a maximum of six people are allowed in the office at any one time.
- Customers will be asked to wait outside if the maximum number are already in the office.

Contractors, surveyors and photographers:

- Following Government guidance, every contractor, surveyor and photographer to the office will be asked to provide their name, address and contact information. This is required for tracing purposes should anyone contract Covid-19.
- All contractors, surveyors and photographers are asked to sanitise their hands as they enter the building.
- Contractors, surveyors and photographers must ideally tell us in advance what keys are required and always stay at the front of our office.
- All contractor companies must provide risk assessments or evidence of policies to satisfy ourselves and our customers that they are taking suitable precautions.

Inventory clerks:

For the safety of the inventory clerks and our tenants, the following policy has been agreed:

- Inventory clerks will attend a property if it has been professionally cleaned or if it has been empty for a clear four days. This will be considered when re-letting properties.
- Tenants are requested not to be present for check in or check out. Instead, they can collect keys from the clerk outside the property or come to the office at an appointed time.
- No other person(s) can be present during the check in, including but not limited to, landlords, cleaners or contractors.

Viewings Policy

Applicable to all departments.

We will offer you an initial video tour, if available, before a physical viewing is considered to reduce unnecessary face to face meetings.

If, after the video viewing has been shared, you would like a physical viewing, the guidelines below will apply:

Prior to the viewing:

- We will 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.
- You will be asked if you have the ability to bring your own PPE, otherwise we can provide this to ensure that masks and gloves are worn by all.
- You will also be made aware that no more than four people from two households should attend the viewing.
- You will be told to wait for our arrival before approaching the property if we are accompanying the viewing.
- We will email you the property particulars prior to the viewing.
- The viewing confirmation email will contain guidance on social distancing at viewings, reinforcing our verbal instructions.
- No multiple viewings can be booked: there must be a 15-30 minute space between each appointment, depending on the property size.
- For Sales viewings: we will ask if the seller would be comfortable showing you around or if they would like us to attend. This is to limit the number of people coming in contact with one another.

During the viewing:

- Where the property is vacant a member of Haslams staff will open some windows (where possible) to aid ventilation. These will then be closed prior to leaving.
- We will meet you at the property as opposed to driving you there in one of our company cars.
- We will ensure that all appropriate PPE is made available and worn (including gloves and masks).
- We will have no physical contact with you e.g. handshakes.
- We will remind you of the protocol and stay a minimum of 2m away.
- A maximum of four viewers from two households can view at any one time.

- There will be a “no touch” policy for viewers, which Haslams will communicate at the earliest stage of booking a physical viewing, and again prior to undertaking the viewing.
- Haslams staff are discouraged from touching anything unless absolutely necessary and the area touched will be cleaned with antibacterial wipes after contact.
- Confined spaces, such as lifts, should be avoided if possible. However, if essential, all parties should ensure that they wear their masks and minimise the amount of time spent in a confined space as much as possible.

Hygiene equipment use:

- We recommend you use your own PPE, however we can provide this if you are unable to source any.
- Disposable gloves must be worn by everyone at viewings and disposed of immediately after.
- Hand sanitiser will be used by Haslams staff after every viewing.
- Face masks should be worn by all during viewings.
- PPE should be disposed of in the bag provided if there is not a public bin near the property.

Additional policy applicable to New Homes site viewings:

- Viewings at New Homes sites will be by appointment only to avoid several people arriving at once.
- Where there is a show home, we will ask you to look around by yourself if possible. You will be offered disposable gloves. Please also be aware that there is a “no touch” policy.
- Haslams will obtain and review policies from all developer clients, to ensure we are satisfied with their Health and Safety arrangements for our employees and customers.
- Our employees will follow any specific guidelines provided by the relevant developer.

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 as we will not be able to hand out a hard copy at the appointment. If you have access to a printer, you may arrive with your own hard copy or alternatively view them on a smart device.
- Please note that we can only allow a maximum of four people from two households to view at a time.

At the viewing:

- Many of the properties that we sell will be occupied and so it's important that you do not touch anything in the property and that you comply with social distancing rules.
- We adopt a "no touch" policy and so please do not touch anything whilst on the viewing. A possible idea is to keep your hands in your pockets to keep them away and safe.
- If you have your own disposable gloves or face masks, then please bring and wear these during the viewing. We can provide these, if required, to ensure masks and gloves are worn by all.
- Please maintain a safe distance (currently 2m) from occupiers and ourselves at any one time. We will brief any occupiers before the viewing in order to manage things as best as possible from a social distancing perspective, as so please listen to our sales advisor and follow their instruction once inside.
- We are sorry, but in order to adhere to social distancing, we are no longer able to drive you to and from appointments.

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 staff!
- We will bring our own PPE (disposable gloves and face mask) to the appointments and have hand sanitiser and antibacterial wipes to use before every appointment.

Valuation Policy

Virtual valuation policy:

Wherever possible, an initial virtual valuation is preferred to prevent unnecessary risk of cross contamination.

Haslams will ask for:

- Homeowners full details, address and correspondence details.
- Motivation for valuation and search criteria (if local).
- 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), and garden description.
- Are there any areas which require attention (electric, damp, cosmetic repairs)?
- Request to video the property and send photos of the USP's ahead of the appointment or confirm if this will be done during the valuation call.
- Agree a time and date to call and a method i.e. telephone, video via Zoom, WhatsApp or Facetime.

Physical valuation policy:

If it is essential that a physical valuation should be carried out, Haslams will follow the process below:

Prior to the appointment:

- We will ask how many valuations per day you are requesting. To minimise risk we will suggest no more than two per day.
- We will ask whether anyone is self-isolating in the property or if anyone has recently been tested positive or showing signs of Covid-19. If the answer is 'yes' to any of these, we will unfortunately not be able to enter the property and instead either delay the physical valuation or undertake a virtual appointment.
- We will encourage you to wear a mask at the appointment if available. We can provide these if required.

During the valuation:

- Only one member of Haslams will attend, and they will wear a mask and a new pair of disposable gloves for each appointment.
- Comparables and any sales information may be shown on the appointment but will not be given to you. If required, these can be emailed after the appointment along with the valuation or instruction letter.
- We will politely decline any drinks if offered.

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 e.g. door handles, hand rails.

During the viewing:

- Please maintain a safe distance (currently 2m) from both the viewers and ourselves at any one time. You may wish to wait in an outside space or in one room whilst viewers look around. They can then ask either Haslams or yourself any questions after this.

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, 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 staff!
- We will bring our own PPE (disposable gloves and face mask) to the appointments and have hand sanitiser and antibacterial wipes to use before every appointment.

Property Visit Policy

- Property visits are able to recommence and we are prioritising properties where it is vital that a visit take place. A vital visit, for example, includes instances where we suspect that damage or an unacceptable level deterioration beyond wear and tear may be caused to the property if left unaddressed or that an occupier may be experiencing inadequate living conditions.
- If a visit is required 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 put on disposable gloves and a face mask to open the door. They will take care not to touch anything within the property and dispose of the gloves once the door is closed and locked.
- To discuss any concerns regarding your property please contact the Client Management team on 0118 960 1057.

Risk Assessment

Date of assessment: 13th May 2020

Premises assessed: Ground & Lower Ground Floor,
159 Friar Street,
Reading,
RG1 1HE

Associated roving working

Those involved in the assessment: Hannah Jackson (Office Manager) with consultation from other Haslams' employees

Hazard	Potential Harm	Control Measure(s)	Persons at Risk	Risk Level after Controls
Employees having to use public transport to get to work	Crowded trains/ buses pose an additional risk.	How an employee travels to work has been taken into account when deciding who can & should still work from home or remain on furlough. Only staff who can walk/ cycle/ drive themselves into the office will be based here.	Employees Customers Contractors	Low
Uninformed employees or those wilfully not adhering to the policy.	These employees could compromise our arrangements & jeopardise the health of others.	Every employee (whether physically returning or working remotely), has been briefed individually on the new policies & has the opportunity to ask questions about anything that they are unclear about.	Employees Customers Contractors	Low

		All policies are kept in shared locations & emailed so that every employee (whether furloughed or working) can access them. Clear signage in line with Government & PHE guidelines is displayed throughout the office.		
Food & drink preparation areas.	Potential of risk/transfer of virus through cross contamination.	Employees will wash their hands using soap & water before using these facilities. Employees are reminded that good hygiene practices should be used at all times when preparing food or drink. Employees will not make drinks for colleagues/ customers. Employees will continue to use their own cups or glasses. The microwave & toaster should be left clean & wiped down after use. Clean tea towels are provided on a daily	Employees	Low to medium

		basis to ensure ongoing hygiene. Single use paper tissues are also provided. Employees are asked to thoroughly wash mugs, glasses, crockery & cutlery after each use. A dishwasher or antibacterial washing up liquid is available & must be used to clean all cutlery & crockery.		
Communal areas.	Risk of cross contamination from equipment/ surfaces etc. that may have been touched & contaminated by the virus.	Daily cleaning services are in place with toilets, communal areas & workspaces cleaned to a higher specification. Supplies of soap & sanitising agents provided & regularly topped-up at all hand washing stations. Hand washing advice posters displayed. Employees instructed to clean their hands after using the toilet, by washing their hands with soap & water for at least 20 seconds.	Employees Customers Contractors	Low to medium

		Employees made aware that where welfare facilities are used during the working day, they must have an awareness of surfaces (toilets/ sinks/ door handles/ soap/ soap dispensers etc.) & objects which are visibly contaminated with bodily fluids must not be touched, but reported to a manager. Visitors to the office are asked by our employees & also prompted by signage to sanitise their hands using the stations provided upon entry & exit of our premises.		
Waste.	Ill-health as a result of the transfer of virus & other pathogens through cross contamination after contact with waste (accidental or otherwise).	Employees are required to have consideration for contracted cleaning staff with regards to discarded tissues/ food etc. to prevent cleaning staff being accidentally contaminated. All waste bins & receptacles are carefully & safely emptied daily by	Employees Cleaners	Low

		the contracted cleaning staff. Employees are instructed that disposable tissues should be used when coughing or sneezing & put directly into a waste bin (preferably bagged). Employees instructed to not put their hands directly into food waste or general waste bins or receptacles as they may contain contaminated products/ food/ tissues. Waste bins are provided at employee work floor areas & within kitchen areas.		
Meeting rooms.	Potential risk or transfer of virus on account of close contact with other persons.	Employees are instructed that meetings in the boardroom should only be undertaken when absolutely essential for business needs & kept as short as possible. The chairs in the boardroom have been reduced to enable social distancing.	Employees Customers	Low to medium

		The two smaller meeting rooms in the basement are not to be used by more than one person at a time & wiped down after each use. All client & customer meetings should be held remotely wherever possible. In exceptional circumstances where this is not possible Government advice regarding social distancing should be followed. Employees must avoid physical contact with clients & visitors (such as handshakes/ hugs etc.) & to give a polite explanation of this policy if required.		
Workstations, IT, telephone & stationery equipment	Direct contact with potentially cross contaminated workstations, IT, telephone or stationery equipment may cause adverse health effects.	Staff instructed not to share phones, headsets & personal mobile phones with others to prevent accidental cross contamination. Telephone equipment is cleaned at the end of each working day	Employees	Low

		by the contracted cleaning staff. Staff instructed that they should not use each other's IT equipment, to prevent accidental cross contamination. Staff instructed to ensure that their workstations, IT & telephone equipment (keyboards/ screens/ phones/ headsets) are cleaned & sanitised on a regular basis throughout the working day. Suitable wipes & cleaners that do not damage equipment are provided. Stationery should not be shared between employees where possible. In the few circumstances where this is not possible, hand sanitiser should be used or hands washed. Use of the printer & scanning machine should only be used when necessary, for environmental & secure data storage reasons as well as		
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		reducing the risk of cross contamination. Antibacterial wipes are available to wipe down the printers, water dispensers, shredders & other equipment or stationery. No hot desking is permitted.		
Close contact.	Staff working on the premises may be at risk of exposure to other members of staff or visitors who are carrying the virus, knowingly or unknowingly.	Staff instructed to avoid close face-to-face contact or touching other employees/ visitors etc. & follow the 2m rule. Workstations which are not to be used are clearly signposted so all employees can observe social distancing. Physical contact (handshakes/ hugs/ pat on the back etc.) is to be avoided. Social distancing signage is in place in the reception area, with tables removed & repositioned to ensure all visitors can remain a safe distance from each other.	Employees Customers Contractors	Low

		Signage informs customers that a maximum of six people, from up to three households, will be allowed in the office at any one time.		
Vulnerable employees.	Employees in the higher risk categories are at greater risk of becoming more seriously ill if they contract the virus.	Vulnerable employees & those who live with people who fall into the vulnerable category have been identified & will remain working from home or on furlough.	Employees & their families/ households	Low
Cleaning & hygiene.	Inadequate cleaning & hygiene standards pose a risk of spreading infection by way of cross contamination from surfaces.	Daily cleaning regimes remain in place with significantly increased focus on the cleaning of hard surfaces (floors/ handrails/ door handles/ switches/ etc.). Suitable disinfectant cleaning products are used by the contracted cleaning staff. New equipment has been bought to be able to disinfect large areas quickly. A colour coded cleaning system is used by cleaning	Employees Customers	Low

		staff, to prevent cross contamination of surfaces. Sufficient hot water, liquid soap, disposable towels & hand sanitiser dispensers are provided throughout the building. Staff are required to report anything contaminated or spilt that requires cleaning. The air conditioning system will be disinfected regularly.		
Personal hygiene.	Poor personal hygiene standards pose a risk of passing or contracting the infection.	The importance of good personal hygiene has been explained to all staff. Particularly the need for regular/ thorough hand washing & the importance of avoiding touching their eyes/ nose/ mouth if their hands are not clean. Staff instructed to clean their hands frequently, using alcohol-based hand sanitisers or to wash their hands with soap & water for at least 20 seconds.	Employees	Low

		Soap & gels are provided. Staff instructed that any potentially contaminated clothing should be removed & placed in a suitable plastic bag or container. Staff instructed that disposable tissues, should be used when coughing or sneezing. Used tissues to be bagged & put into a bin for safe disposal.		
Employees who develop symptoms.	Employees with symptoms can pose a risk of infecting those around them.	Employees with symptoms should not come into work, but notify their line manager or People & Culture (as per the company sick absence policy). A forehead thermometer is available for use if any employee believes they may have a temperature & should be disinfected after every use. Employees who develop symptoms at work should return home immediately, or isolate in the rear basement meeting	Employees Customers	Low to medium

		room until they can be safely transported home or to a healthcare facility. Employees with symptoms will avoid touching anything. Employees who cough or sneeze are asked to do so into a tissue & put it in a bin. If they do not have a tissue, they are asked to cough or sneeze into the crook of their elbow. Employees will follow the Government guidance on self-isolation & not return to work until their period of self-isolation has been completed.		
Roving activities (such as viewings/ valuations/ property visits/ site work).	These activities can pose higher risks due to meeting various customers in different locations, without the use of the office washing facilities.	Before any appointment customers & occupiers are asked if they have symptoms, are self-isolating or have reason to believe that they have come into contact with someone who may have coronavirus. We will not continue with the appointment if any	Employees Customers & their households	Low to Medium

		of these answers are affirmative. Employees should maintain a safe distance from any customer to observe social distancing throughout appointments. Employees should wear appropriate PPE to every appointment & dispose of this safely. Customers are asked to bring their own PPE, but we can supply if they are unable to. The number of people permitted at viewings has been restricted to two customers from one household at any one time. Occupiers are asked to vacate the property for the duration of the viewing or, if this is not possible (for example due to mobility issues), they are asked to remain in one room & a safe distance from any walkways or entrances.		
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		Customers & occupiers are given guidance on how to minimise the risk of cross contamination during a viewing or valuation. A “no touch” policy is in place for customers & Haslams staff will only touch anything in a customers’ property where absolutely necessary (for example, where an internal door requires opening). Employees are given hand sanitiser & antibacterial wipes which should be used after every appointment. Property visits are temporarily suspended (unless a visit is essential to prevent further suspected damage, deterioration or inadequate living conditions). In this instance PPE use, hygiene procedures & social distancing should be observed at all times. Lone working devices are provided for all employees undertaking work on		
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		their own. The established lone working policy should be consulted for further information on this.		
Third party companies & developer clients.	Contractors from third party companies could pose a risk if they are not observing good hygiene & social distancing measures.	All contractors are asked to provide their policy or risk assessment for our review. This enables us to confirm if we are satisfied with their processes & procedures in terms of hygiene & social distancing. This will minimise the risk of cross contamination when coming to our office or attending customer properties. All developer clients will need to provide their policy or risk assessment for our review. This enables us to confirm if we are satisfied with their processes & procedures for hygiene & social distancing to minimise the risk of cross contamination. Haslams will consult the site safety checklist before redeploying employees to site offices to ensure adequate hygiene processes/ cleaning	Employees Customers	Low to medium

		facilities/ PPE/ safety measures are in place.		
Mental health.	The coronavirus pandemic can cause anxiety & uncertainty for everyone, which can have a negative impact on mental health & wellbeing.	Employees are spoken to before returning to work to ensure they have a chance to discuss any immediate concerns. Employees are encouraged to voice any anxieties or issues that arise with a manager or People & Culture. If impartial help is preferred, employees are reminded of the Employee Assistance Programme - giving confidential support & advice either over the phone or via a range of information available remotely online.	Employees	Low to medium