

Charles Bycroft & Co Limited – Covid 19 Risk Assessment – Version 1 – 14/5/2020

We have reviewed Government Guidance and Support regarding Working safely during coronavirus (Covid 19). Both advice relating to Offices and Shop & Branches. Below is our Covid 19 Risk Assessment.

We wish to reduce workplace risk to the lowest reasonably practicable level by taking preventative measures.

- 1) The office was deep cleaned on Sunday 17th May 2020.
- 2) The office will be cleaned on Mondays and Thursday evenings.
- 3) Paper towels have been installed in all WCs.
- 4) Regular handwashing is essential and encouraged.
- 5) High levels of personal hygiene must always be maintained.
- 6) One person at a time are to be permitted in Kitchens. Each staff member to be responsible for their own washing up.
- 7) Where possible each member of staff to bring in their own mug and glass and be responsible for this. Each member of staff to make their own drink.
- 8) We have assessed the working environment in the office and have made sure that all staff are working at least 2m apart at their desks.
- 9) Where this is not possible, we will install safety screens
- 10) In the ground floor we have cordoned off a visitor area and provided a large safety screen in front of the visitor desk to protect our staff.
- 11) We have installed hand sanitising stations at both entrances and exits.
- 12) We are insisting on a one way in/one way out for staff: in via the side door, out via the main door.
- 13) Upon entering the office all staff to immediately and ideally wash their hands or use antibac sanitising gel.
- 14) At the end of the day the last person will leave via the side door using antibacterial sanitising gel on leaving the office.
- 15) The office will continue to be divided into 2 principle groups – On the ground floor - Residential Sales (MJ/NB/LB/JP/GC/AD). On the first floor - Residential Lettings (LA/LD/MW/DH/CH/JP). Where possible these groups to stick together and not to mix throughout the office.
- 16) There will be no desk sharing of any sort.
- 17) Desks are to be cleared and cleaned and phones/keyboards cleaned hygienically every evening individually by each staff member before leaving for home.
- 18) No more than 3 customers / external contacts will be permitted in the office at any one time. And no children will be allowed.
- 19) Where possible – prior appointments to be made with customers.
- 20) An intercom doorbell will be fitted for visitors to announce they have arrived.
- 21) All visitors to be escorted into the visitor area and seated. They will not be allowed beyond the barrier or floor markings.
- 22) Visitors to keep 2m apart.
- 23) Keys to be handed out and received in an envelope or plastic bag.



- 24) Visitor areas to be sanitized when vacated.
- 25) Pens to be sanitized.
- 26) In line with Government advice we are not going to insist that facemasks are worn in the office as these are not considered to be mandatory. If staff wish to wear a face mask or face covering they are permitted to do so – provided at their own cost.
- 27) In case of emergency the 2m ruling can be waived if it is deemed to be unsafe.
- 28) Signage has been put up to remind staff and visitors of requirements.

Viewings protocol – Empty properties only

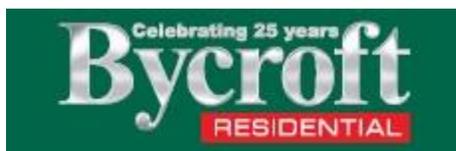
- No accompanied viewings will take place before 1000 to allow office to contact viewers to make sure they are going to attend and to make sure they are not showing any illness symptoms.
- When booking a viewing explain that viewers must wear gloves and a face covering and that 2m distance must apply
- **Attending staff** to arrive early, wear gloves and face covering to open the property front door and all internal doors and enough windows to get a draught through, turn on the lights. Greet viewers outside from a minimum distance of 2m, keep outside at all times. Maximum viewing time of 15 minutes. Must not allow 2 sets of viewers at any one time. Sanitise your hands after each and every property inspection. Wipe down surfaces and external door handles.
- **Viewers** – Must enquire at booking as to their health – No viewings permitted for anyone with any symptoms of any type of illness. A maximum of 2 persons, no children, they must wear gloves and face covering for duration of viewing – maximum 15 minutes. They must stick to the time of the appointment otherwise it is deemed cancelled.

Market appraisal protocol

- Attending staff to ring the vendors to confirm they are in good health and that the property is suitable for inspection. i.e. cleaned and clear. 2m distancing to be observed at all times. Gloves and facemask/covering to be worn. If the weather is good ideally discussions to take place outside. Or by telephone or videocall as soon as possible after the market appraisal inspection. Make a sensible judgement call.

Government guidance:

1. *In every workplace, increasing the frequency of handwashing and surface cleaning.*
2. *Businesses and workplaces should make every reasonable effort to enable working from home as a first option. Where working from home is not possible, workplaces should make every reasonable effort to comply with the social distancing guidelines set out by the government (keeping people 2m apart wherever possible).*
3. *Where the social distancing guidelines cannot be followed in full, in relation to a particular activity, businesses should consider whether that activity needs to continue for the business to operate, and, if so, take all the mitigating actions possible to reduce the risk of transmission between their staff.*



4. *Further mitigating actions include:*

- increasing the frequency of hand washing and surface cleaning*
- keeping the activity time involved as short as possible*
- using screens or barriers to separate people from each other*
- using back-to-back or side-to-side working (rather than face-to-face) whenever possible*
- reducing the number of people each person has contact with by using ‘fixed teams or partnering’ (so each person works with only a few others)*

5. *Finally, if people must work face-to-face for a sustained period with more than a small group of fixed partners, then you will need to assess whether the activity can safely go ahead. No one is obliged to work in an unsafe work environment.*
6. *In your assessment you should have particular regard to whether the people doing the work are especially vulnerable to COVID-19.*