



Coronavirus (COVID-19) – Additional hygiene measures - The Pedder Group company policy

Policy Brief and Purpose:

This company policy includes the measures we are actively taking to mitigate the spread of coronavirus and ensure the safety of our colleagues. You are kindly requested to follow all these rules diligently, to sustain a healthy and safe workplace. It's important that we all respond responsibly and transparently to these health precautions.

This coronavirus (COVID-19) company policy is susceptible to changes with the introduction of additional governmental guidelines. If so, we will update you as soon as possible by email.

Here, we outline the required actions employees should take to protect themselves and their co-workers from a potential coronavirus infection. **We expect the government guidance surrounding COVID-19 to be adhered to during working hours, as well as outside of working hours.**

This policy outlines additional measures that must be taken in response to the COVID-19 virus. This policy must be read alongside the COVID-19 secure – The Pedder Group Risk Assessment, the external COVID-19 guidelines, and The Pedder Group's standard hygiene policy as outlined in The Pedder Group Handbook.

This coronavirus policy applies to all employees of The Pedder Group.

Covid-19/Coronavirus brief (including symptoms):

COVID-19 is a new illness that can affect your lungs and airways. It's caused by a virus called Coronavirus.

The main symptoms of the virus are:

- A high temperature -this means your feel hot to touch on your chest or back, or a temperature typically above 38 degrees Celsius. You may also feel hot and shivery.
- A new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours. If you usually have a cough this may be worse than usual.
- Loss of change to your sense of smell or taste (Anosmia) – this means that you have noticed that you cannot smell or taste anything, or things smell or taste different to normal.

You must report any symptoms, no matter how mild, to your Manager immediately. If you suspect that you may have symptoms do not come into the office and call your Manager as soon as practically possible to discuss this.

Every employee has been issued with a personal thermometer to ensure that temperatures can be taken each morning prior to the commute into the office. If the reading is 38 degrees or above, you should not come into the office and should call your line manager immediately. A temperature check is also required upon entry to the office. If this reads 38 degrees or above you must not come further into the office and must avoid contact with your colleagues, call/speak to your line manager immediately, and follow the guidance below.

If you do have symptoms you should arrange to have a COVID-19 screening test as soon as possible. This can be either an NHS test or a private test. Where wait times for NHS tests are extensive, we encourage a private test so that we can act upon a positive test result without delay. Whilst you are awaiting results you must self-isolate and should not come into work for any reason. Please confirm the date and time of your test to your Manager and to HR.



Once you have received the results of the COVID-19 screening test you must email these over to HR as soon as possible.

If the test results are negative you can return to work once this has been authorised by HR. HR will need to confirm that you have had no further symptoms for the last 48-hours, and no one else in your household is displaying any symptoms of the virus before you are able to come back in. Please do not come back into work until this has been authorised by HR. Should someone in your household have symptoms of COVID-19, even if you have tested negative, you will need to self-isolate for the 14-day period.

If you have had symptoms of COVID-19 or a positive test, then you may end your self-isolation after 10 days and return to your normal routine if you do not have symptoms other than cough or loss of sense of smell or taste. If you still have a high temperature, keep self-isolating until your temperature returns to normal and seek medical advice.

After 10 days, if you just have a cough or a loss of, or change in, your normal sense of taste or smell (anosmia), you do not need to continue to self-isolate. This is because a cough or anosmia can last for several weeks once the infection has gone. The 10-day period starts from the day when you first became ill.

If you develop COVID-19 symptoms again at any point after ending your first period of isolation (self or household) then you must follow the guidance on self-isolation again.

If you develop symptoms you may wish to alert the people who you do not live with and that you have had close contact with over the last 48 hours to let them know that you might have COVID-19 but are waiting for a test result. At this stage, those people should not self-isolate. Alerting those that you have been in contact with means they can take extra care in practising social distancing and good hand and respiratory hygiene. They can also be more alert to any symptoms they might develop. If you test positive those people will need to self-isolate for 14-days at home from the date that you last interacted with them. To clarify, they will only need to self-isolate if you test positive for COVID-19.

If you need to self-isolate or test positive:

- Your Line Manager will call you regularly to discuss your health and wellbeing
- Your Line Manager will call prior to your return to check that your symptoms have completely disappeared, and you have completely recovered.
- A thorough return to work will be completed upon your return to the office.
- Standard sickness reporting procedures, including sick pay, apply (unless government guidance suggests otherwise).

If you are informed that you are a contact of someone who has tested positive:

Track and Trace:

Track and Trace – the details of all appointments and clients must be recorded, including the handover of keys by any party, and any walk-in enquiries. This allows us to monitor who we have been in contact with should we be made aware of a confirmed case of the virus.

If you are contacted by the Track and Trace service as a contact of someone who has tested positive you must inform HR as soon as possible. You must also:



- Self-isolate at home for 14 days from the date of your last contact with the person who has tested positive for COVID-19, even if you do not have any symptoms.
- Arrange for a test.
- Your household does not need to self-isolate with you if you do not have symptoms of COVID-19, but they should take extra care to follow the guidance on social distancing, handwashing, and respiratory hygiene.

To clarify, you will only need to self-isolate if you have been in contact with someone who has **tested positive** for COVID-19.

General hygiene rules for the office (Minimum standards):

- Upon entering the office prior to each shift you will be required to have your temperature taken and will have a brief discussion with your Manager (or a named individual) to discuss your health and wellbeing, and any potential symptoms that you may have. Your temperature will be logged, and you may be asked to take your temperature more than once in a shift/day.
- Should your temperature read high (38 degrees or above) you will be asked to return home and self-isolate as per the government guidance.
- A mask must be worn upon entering the office, and when leaving your desk for any reason. To clarify, a mask should be worn when using any communal areas or equipment except when you are eating or drinking. You can remove the mask when sat at your desk only if it is safe to do so and you are able to follow the social distancing guidelines.
- Communal areas should be used for the minimum time possible, and only if social distancing can be maintained. This may mean that a rota system is required for breaks.
- If you are required to face someone to speak to them and cannot maintain a safe distance you should wear your mask.
- You must always wear a mask when interacting with a member of the public or any visitor into the office, or when on an external appointment/viewing.
- Prior to the start of your shift you must wash your hands immediately before sitting at your desk. Hands should be washed for 20 seconds as a minimum, following the hand washing guidelines outlined below.
- Where you have a desk that faces another employee you will have a COVID-19 protection screen placed on the desk divider. This is an additional precautionary measure that allows you to work safely within the office.
- You must ensure that you always keep the appropriate distance from your colleagues. In some instances, this may mean that an alternate desk is used. Where this is appropriate you must sterilise the desk thoroughly before and after use.
- Your desk should be sanitised before use using antibacterial wipes, or an antibacterial spray. This should be repeated every time you leave your desk. This includes your protection screen (where applicable), computer mouse, keyboard and telephone.
- Using anti-bacterial wipes or spray, wipe down any communal equipment after use. For example, the kettle, photocopier, fridge handle, light switches..etc
- You must wash your hands every time you re-enter the office after leaving, as well as frequently throughout the day. Wipe down door handles with anti-bacterial products frequently.
- You must wash your hands before/after eating, any time you use the toilet, after touching anything that has not been recently sanitised, and any time you have any other physical contact with another person.



- You should inform your Manager of any reason that you need to leave the office, and this should only be done if it cannot be avoided or cannot be done in any other way. You must ensure you have appropriate PPE for your appointment.
- If you need to cough or sneeze, you must do so into a tissue and then dispose of it properly. Following this you must wash your hands for a minimum of 20 seconds. If you cough or sneeze and cannot access a tissue immediately, you must do so into your elbow/sleeve and then wash or sanitise your hands.
- Avoid touching your face, particularly eyes, nose, and mouth with your hands to prevent from getting infected.
- You must adhere to social distancing guidelines. We still recommend keeping 2 metres apart from your colleagues and clients, however a 1m distance can be considered where other additional measures are in place. You must not shake hands and should avoid all physical contact with others, other than those in your household.
- The office should be appropriately ventilated by opening the windows or door regularly.
- It is now a requirement to wear a face mask/covering when visiting shops. Please ensure that you adhere to these guidelines strictly, particularly where shopping local to your office and you are representing the company.

Social distancing guidelines for the office/Admission of Visitors:

- Visits to the office should be by appointment only, and only where other means of contact are not appropriate. If somebody visits the office for any reason they must remain in the designated area at all times. This area should be made visually apparent by the use of hazard tape. Additional signage may be used where appropriate.
- Where practically possible, only one person will be allowed in at a time. The Manager (or most senior in the absence of the Manager) may use their discretion where more than one person has requested an appointment together and this is deemed as reasonable/necessary, and they are from the same household. They will only be admitted where it is safe to do so. Telephone appointment should be arranged where it will not be possible to keep a safe distance, or where anyone displaying any symptoms.
- You must ask visitors to sanitise their hands, and to wear a facial covering/ mask for the full amount of time that they are in the office. Sanitiser should be available in the designated area, and signs requested facial coverings/masks must be clearly displayed on the door.
- Where a visitor does not have a facial covering/masks they must not be permitted to enter.
- Visitors should spend a minimal amount of time in the office and should remain in the office only for the time it takes to record contact details.
- A 2-metre distance must be kept during any interactions with visitors within the office. You must also wear a facial covering/masks when interacting with them. Should anyone be on a desk within 2-meters of the designated area and they cannot move to another area, they must wear a mask each time somebody enters the office, and for the duration of the visit.
- You must keep a 2-meter distance between yourself and your colleagues wherever possible. A 1m+ distance will be used where 2m is not possible and the employee is not able to carry out their work from home. Furniture may be rearranged in order for this to be practically possible. You should avoid using front facing desks and should instead use side by side, diagonal, or back to back facing desks.



General hygiene rules for the car (Minimum standards):

- All interior surfaces that are touched regularly should be wiped using an antibacterial wipe each time you enter your vehicle. This includes (but is not limited to) your gear stick/handbrake steering wheel and door handles.
- Antibacterial gel should be used to sanitise your hands before touching the steering wheel again.
- Anti-bac gel should be kept in a shaded area of your car.
- Where a 500ml bottle of anti-bac gel is used you must unscrew the lid on a daily basis to release any built-up pressure.
- Windows should be kept slightly open for ventilation.
- You should avoid having any passengers in your car wherever possible. On the occasion where this cannot be avoided you must ensure that the passenger sits behind you, that both you and the passenger wear a facial mask or covering at all times, and that the windows are kept open for ventilation.
- In the event that you must transport a client from one property to another, the car must be sterilised thoroughly at the end of the appointment using antibacterial products.

General hygiene rules for the use of public transport (Minimum standards):

- A facial covering must always be used when using public transport.
- You must sterilise your hands after touching any surface when using public transport and should wash your hands as soon as practically possible.
- Avoid touching your face or mouth, including your facial covering.
- Avoid all physical contact with others where possible and adhere to social distancing guidelines as best as you can.

General hygiene rules for essential viewings or valuations (Minimum standards):

No unnecessary appointments should be carried out at any point. All external/face-to-face appointments must be authorised with your Manager or the named individual for your office in the absence of the Manager and should be carried out only where no other alternative is available.

If you are able to attend an appointment that allows for social distancing regulations to be adhered to you must follow the steps below:

- You must request written (email) consent to carry out the viewing/valuation from the vendor / landlord / tenant, considering all of the guidance outlined in this policy and in the COVID-19 risk assessment.
- All first viewings should be conducted virtually (video/photographs) where possible.
- Second/final viewings can be carried out where the property is vacant. If this is not possible an alternative will be discussed and agreed, and the 2-meter rule will apply at all times.
- Keys must be sterilised using an anti-bacterial wipe/and or spray before and after use.
- Prior to any viewings, you **must** discuss the tenant/client/vendor/landlord's current health and wellbeing and ask them to disclose any symptoms so that we can plan the most suitable approach. You must also find out if anyone classed as vulnerable or shielding will be in the property at the time of the appointment, or anyone who is isolating/under quarantine for any reason. If this is the case, an alternate arrangement must be discussed. Where symptoms are present by any party, the appointment must be postponed where possible. This information must be confirmed in writing for our records. An



email confirming that no symptoms are present by either party prior to the appointment will be sufficient.

- Prior to any appointments you must send out the external guidelines that detail out expectations during the appointment.
- Sanitise hands prior to any interactions, and afterwards.
- Wipes available for all door handles and keys. Prior to the viewing all internal doors should be opened to avoid having to touch them.
- Disposable masks/gloves/shoe covers are available if requested.
- Masks should be worn by all parties unless there is a medical reason why this is not possible. This should be confirmed prior to the appointment.
- 2-meter distance – social distancing to be applied at all times where practically possible. Where a 2m distance is not possible, a 1m distance can be considered only where other measures are in place. For example, all parties wear a mask, hand sanitiser is available, and the appointment time is kept to a minimum.

All contractors, suppliers, landlords and tenants must be sent emails detailing company expectations in relation to the above. A separate policy is available on the company server.

Travelling overseas during the COVID-19 pandemic

If you travel overseas during the COVID-19 pandemic you must follow the government advice on travelling, including any quarantine periods.

When booking any holiday, you must inform your manager and HR if you are travelling overseas so they can make a note of which country you are travelling to. Prior to your holiday you must make appropriate arrangements with your manager/HR for the return to England should you be required to quarantine for any period.

External PPE kit:

- Hand sanitiser
- Reusable facemasks (employees)
- Disposable facemasks
- Disposable gloves
- Shoe covers
- Anti-bacterial wipes for door handles and steering wheels
- Tissues

All disposable equipment should be discarded correctly. If you cannot find a bin this should be kept on your person until your return to the office and can dispose of it correctly. You must wash your hands following this.

How to wash your hands:

Follow these five steps every time.

1. **Wet** your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
2. **Lather** your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.
3. **Scrub** your hands for at least 20 seconds. Need a timer? Hum the “Happy Birthday” song from beginning to end twice.

4. **Rinse** your hands well under clean, running water.
5. **Dry** your hands using a clean towel or air dry them.



A video tutorial of how to **thoroughly** wash your hands can also be found here: <https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/>

Posters will be available in the offices to support and remind you.

How to effectively use hand sanitiser:

Hand sanitiser should be used only where thorough hand washing with soap and water is not an option.

- Apply the gel product to the palm of one hand (approximately a 5p sized amount).
- Rub the gel over all surfaces of your hands and fingers until your hands are dry. This should take around 20 seconds.
- Do not let your hands air-dry. They will dry once the gel has been completely absorbed through rubbing your hands together.

Further reading:

- **Public Health Agency:** <https://www.publichealth.hscni.net/>
- **NHS:** <https://www.nhs.uk/conditions/coronavirus-covid-19/>
- **Government list of COVID-19 guidance:** <https://www.gov.uk/government/collections/coronavirus-covid-19-list-of-guidance>
- **Government guidance on working safely in other people's homes during the COVID-19 pandemic:** <https://assets.publishing.service.gov.uk/media/5eb967e286650c2791ec7100/working-safely-during-covid-19-other-peoples-homes-110520.pdf>
- **Government advice on moving home during the COVID-19 pandemic:** <https://www.gov.uk/guidance/government-advice-on-home-moving-during-the-coronavirus-covid-19->



[outbreak?utm_campaign=11540751_Government%20guidance%20released&utm_medium=email&utm_source=dotmailer&dm_i=Z6K,6VCWF,5FP50C,RKQEN,1](https://www.gov.uk/government/collections/coronavirus-covid-19-transport-and-travel-guidance)

- **Coronavirus (COVID-19): transport and travel guidance:**
<https://www.gov.uk/government/collections/coronavirus-covid-19-transport-and-travel-guidance>
- **Working safely during coronavirus (COVID-19):** <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres>
- **If you are a contact of someone who tests positive outside of your household:**
<https://www.gov.uk/government/publications/guidance-for-contacts-of-people-with-possible-or-confirmed-coronavirus-covid-19-infection-who-do-not-live-with-the-person/guidance-for-contacts-of-people-with-possible-or-confirmed-coronavirus-covid-19-infection-who-do-not-live-with-the-person>
- **If someone in your household tests positive for COVID-19:**
<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection>