

COVID-19 Secure – The Pedder Group Risk Assessment

This should be read in conjunction with The Pedder Group COVID-19 hygiene policy for employees, as well as external guidance for vendors, landlords, tenants, contractors (or anyone else that this guidance may be applicable to whom work alongside The Pedder Group in some capacity). This will be updated with any changes to the government advice, including the advice of the NHS as well as the Public Health Agency.

Hazards identified:	Persons at risk:	Controls required:	Actions:
<p>Spread of COVID-19</p> <p>Hygiene</p>	<p>Pedder employees</p> <p>Visitors/members of the public</p> <p>Anyone who comes into contact with Pedder in relation to Pedder business</p>	<ul style="list-style-type: none"> • Awareness of coronavirus symptoms • Regular and thorough handwashing for 20 seconds with soap and water • Clear handwashing guidance displayed • Drying of hands with disposable paper towels • Hand sanitising facilities in place where hand washing is not available • Clear hand sanitising guidance displayed • Appropriate PPE available for external appointments and within the offices • Respiratory hygiene guidance displayed in each office (Catch it, kill it, bin it) • Employees reminded to not touch their faces, eyes or mouths 	<ul style="list-style-type: none"> • To ensure that everyone directly linked to the company is aware of the key symptoms of coronavirus: <ul style="list-style-type: none"> -new, continuous cough -high temperature (38 degrees or above) -loss or change to your sense of smell or taste (Anosmia) • All internal COVID-19 guidance to be distributed regularly to all employees and reissued with each review. This includes guidance on how to operate safely in people's homes. • All employees are expected to read the internal guidance, as well as keep up to date with formal public guidance surrounding the COVID-19 virus and measures in place. They must recognise their own responsibilities in following the stringent measures in place to stop the spread of COVID-19. • Rigorous checks will be carried out by Line Managers and HR to ensure that the necessary procedures are being followed. • Each employee has been issued with a thermometer and is responsible for monitoring their temperature each morning prior to making the commute into the office. They must report a temperature of 38 degree or above to their line manager immediately and remain at home.

		<ul style="list-style-type: none"> • Daily temperature checks for all employees, both within the office upon arrival and prior to commuting (individual thermometers issued to each employee) • Daily health and wellbeing checks for all employees • Employees are responsible for ensuring their desk is always hygienically maintained, including all surrounding equipment or screens • Clothing should be washed daily to ensure no potentially harmful particles remain on the surface of any clothing. This includes any facial coverings/masks. • Increased surface cleaning in office/vehicle using antibacterial products. • Facial coverings/masks must be worn when entering the office, moving around the office, using any communal areas or equipment, and when interacting with colleagues where a social distance of 2m cannot be maintained. • Facial masks/coverings should be handled hygienically and appropriately 	<ul style="list-style-type: none"> • Upon arrival at their designated office each employee must have an additional temperature check and declare that they have no symptoms and that they do not live with anyone who is showing symptoms. If the temperature reads high or they answer yes to either question this must be discussed with HR immediately. • Following on from the above, If the temperature reads high or they answer yes to either question the employee should not interact with any of their colleagues or come into the office but should remain in the designated area and await further instruction. • All Pedder employees are responsible for checking the health of each client prior to an appointment, in line with the hygiene policy guidelines. Where any symptoms are present the appointment must be cancelled and rescheduled. A note of this must be made and the Branch Manager should be informed. Where the client is vulnerable or shielding, alternate arrangements should be made. • Clients must be asked if they are in isolation or quarantine for any reason prior to the appointment. The appointment must be rearranged where the answer is 'yes' to either. This is despite the client having current symptoms or not. • Clients must be made aware of our expectations in relation to personal hygiene prior to the appointment, and again upon arrival, to ensure full understanding. They should also be sent the government guidance for review to ensure official guidelines are being adhered to. • Clients will be asked to wear a mask or facial covering for the duration of the appointment. Employees will also wear masks or facial coverings as suggested in official guidelines.
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<p>Viewings Spread of COVID-19</p> <p>Social distancing</p>	<p>Pedder employees</p> <p>Visitors/members of the public</p> <p>Anyone who comes into contact with Pedder in relation to Pedder business</p>	<ul style="list-style-type: none"> • Social distancing measures in place at all times as per the 2-metre government advice (or 1m+ where 2m is not practically possible and all parties are wearing facial coverings) • COVID-19 safety screens will be placed on the divides between all 	<ul style="list-style-type: none"> • The meeting room in each office should be limited to two people at a time. Meetings should be conducting via telephone/video where possible. • Training – training will be carried out on an individual basis or in small groups only where social distancing can be adhered to. If this is not possible, and the training is not urgent, it will be postponed until it is safe to carry it out or will be carried out using digital alternatives such as Zoom.

	<p>Particular attention will be given to any employees or clients who may be particularly vulnerable or shielding.</p>	<p>face-to-face desks within the offices.</p> <ul style="list-style-type: none"> • Face-to-face meetings and training to be rescheduled where social distancing is not possible. • Any face-to-face activity time to be kept as short as possible. A mask must be worn by employees where face-to-face activity occurs and social distancing cannot always be maintained. • Digital alternatives to be arranged for all first level appointments. Digital alternatives to be considered for all other face-to-face activity where practical and possible. 	<ul style="list-style-type: none"> • Clients must be informed that all first level viewings or appointments should be done digitally/virtually where practical and possible. This accounts for all face-to-face activity where appropriate. • No open viewings will be permitted. Viewings at a final stage will be by appointment only to ensure that minimal contact with those outside of your own household is maintained, and social distancing rules can be applied. • No back-to-back viewings (face-to-face) or appointments should be booked. You must allow adequate time between appointments to ensure that no contact is made, and that the relevant hygiene measures can be taken as required. • Clear instructions should be given to clients prior to any face-to-face appointment or viewing. Where social distancing is not possible, the appointment should be postponed until it becomes safe to carry it out in line with the latest guidance. • Clients will be asked to wear a mask or facial covering for the duration of the appointment. Employees will also wear masks or facial coverings as suggested in official guidelines. • Clients should be asked prior to an appointment if they are unable to wear a mask/facial covering during an appointment for a medical reason. Additional measures may need to be put in place if the appointment cannot be carried out any other way. • Clients must be made aware of our expectations in relation to social distancing and hygiene measures prior to the appointment, and again upon arrival to ensure full understanding. • Clients must be asked if they are in isolation or quarantine for any reason prior to the appointment. The appointment
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			<p>must be rearranged where the answer is 'yes' to either. This is despite the client having current symptoms or not.</p> <ul style="list-style-type: none"> • Activity time for any appointments that are not able to be postponed must be kept as short as possible (15 minutes where practical). Face-to-face activity must be limited in numbers, and only with those from the same household where possible. Only those who absolutely must attend the viewing should do so. • Properties will be vacant for any visits. Where this is not possible, we will ask occupiers to vacate the property for the duration of the viewing. Where possible, the agent will wait outside. Any follow up discussions must be in a well-ventilated area, or over the telephone. Occupiers may be asked to conduct their own virtual tours/viewings where it is not safe for an agent to do so, where there is increased risk, or where social distancing cannot be maintained. • All employees will have a wellbeing check upon return to their office. Additional measures or altered arrangements will be made with HR for those who are particularly vulnerable or shielding. • All employees have a responsibility to find out if their client is vulnerable or shielding, or living with someone who is vulnerable or shielding, prior to the face-to-face activity. Alternate arrangements must be made where this is the case.
<p>Spread of COVID-19</p> <p>Cleaning</p>	<p>Pedder employees</p> <p>Visitors/members of the public</p>	<ul style="list-style-type: none"> • Frequent, full office cleans on a weekly basis • Increased surface cleaning in the offices and vehicles - regularly disinfecting desks and workplaces daily, including protective 	<ul style="list-style-type: none"> • Rigorous checks will be carried out by Line Managers and HR to ensure that the necessary procedures are being followed. • Line Managers to work alongside Admin/HR to ensure appropriate PPE is stocked at all times, and that any visual support/guidance is clearly displayed and up to date.

	Anyone who comes into contact with Pedder in relation to Pedder business	<p>screens, keyboards and telephones</p> <ul style="list-style-type: none"> Regularly disinfecting communal areas and equipment, including door handles, light switches, printers and copiers, kettles and kitchen equipment Deep cleaning where a confirmation of the virus has been present 	<ul style="list-style-type: none"> HR to liaise regular with external cleaning teams in to ensure the highest level of cleanliness is maintained at all times. Cleaning frequency to be reviewed as required.
Home working	Pedder employees	<ul style="list-style-type: none"> Home working may be considered where an employee displays symptoms of COVID-19 or tests positive for the virus Workstation assessments Cyber security procedures Frequent breaks and movement Staggered/altered shifts for employees who use public transport or are more vulnerable 	<ul style="list-style-type: none"> We will ensure that all employees have the appropriate equipment that supports home working. We will allow employees to take home office equipment where they do not have it available. Employees will be encouraged to take regular breaks, away from any display screens to avoid eye fatigue. Employees will be encouraged to set up an appropriate workstation at home in line with HSE guidelines. Employees to stretch/move regularly and avoid static postures and positions for increased periods of time (more than one hour). Employees will be reminded regularly of the importance of taking short and regular breaks. Shift patterns will be reviewed regularly to ensure that those employees travelling on public transport do not do so at peak/busier times, and those that are more vulnerable remain home working where possible. Home working will only be encouraged where appropriate for their role.

Managing stress and employee mental health and wellbeing	Pedder employees	<ul style="list-style-type: none"> • Regular communication • Maintaining working relationships • Early recognition and support • Ensuring workload is manageable and shared • Open door policy • Staying informed-not overwhelmed • Encouragement of physical exercise and wellbeing 	<ul style="list-style-type: none"> • Line Managers to keep in touch with employees regularly regarding their feelings surrounding coronavirus and how they are coping. • Line Managers to discuss concerns with HR, including any changes in behaviour or more severe withdrawal or anxiety. • Line Managers to share any personal concerns or stress with HR. • Employees should be encouraged to keep in touch and communicate with colleagues where possible. • An open-door policy is in place, and employees should be encouraged to reach out to their Line Manager or HR at any time. Employees are encouraged to share and talk openly about their worries and concerns. • Line Managers should complete daily health and wellbeing checks on each employee and use this time to discuss any anxieties or concerns. These should be shared with HR where relevant. • Ensure employees read factual information about COVID-19 only and avoid any social media or online speculation where possible.
Transport – cars and commuting	<p>Pedder employees</p> <p>Visitors/members of the public</p> <p>Anyone who comes into contact with Pedder in relation to Pedder business</p>	<ul style="list-style-type: none"> • Ventilation • Avoid busy commute times • Cycling, walking or use of private cars to be encouraged. • Fixed location agreed for employees who usually travel between offices, unless unavoidable as part of job role 	<ul style="list-style-type: none"> • Windows should be opened where possible. • Employees who travel to work using public transport may discuss staggered shift patterns to avoid use of public transport during rush hour or other peak times. Cycling, walking or use of private cars to be encouraged. • Facial coverings/masks are mandatory for those using public transport (unless medically exempt). This includes employees and clients. • Agents should avoid having any passengers in their company car. On the occasion where this cannot be

		<ul style="list-style-type: none"> Vigorous cleaning of all internal areas in a car that are frequently touched 	<p>avoided they must ensure that the passenger sits behind them, that both the agent and the passenger wear a facial mask or covering at all times, and that the windows are kept open for ventilation.</p> <ul style="list-style-type: none"> In the event that an agent must transport a client from one property to another, the car must be sterilised thoroughly at the end of the appointment using antibacterial products. Cars should be disinfected/cleaned regularly. Employees should ensure that all areas that are regularly touched/reached are covered, paying particular attention to the steering wheel, gear stick and door handles. Car sharing/pooling is not permitted. Where this is unavoidable the interior of the car should be thoroughly cleaned before use. This includes any vehicle that has recently been maintained/repaired at a garage (or other). Where an employee must work from multiple locations for any reason and this cannot be avoided, this will be on a set rota to ensure that appropriate measures can be put in place prior to the arrival of the employee. They should have a set workspace at each location to avoid minimal unnecessary movement around the offices. Where anti-bacterial gel is kept in a vehicle, this must be stored in a shaded area out of direct sunlight. Air should be released from 500ml bottles of anti-bacterial gel to ensure there is no pressure build up.
Offices	<p>Pedder employees</p> <p>Visitors/members of the public</p>	<ul style="list-style-type: none"> All offices should be well ventilated Clear and visual social distancing markings Clear and visual signage relating to social distancing and hygiene 	<ul style="list-style-type: none"> Doors and windows to be kept open when/where possible, ensuring that appropriate temperatures in the office are maintained. Air-conditioning will be used cautiously, and only when needed for the comfort and wellbeing of employees in particularly warmer weather. Air-conditioning units must

	<p>Anyone who comes into contact with Pedder in relation to Pedder business</p>	<ul style="list-style-type: none"> • Regulated entry into the office • Communal seating areas to be adjusted or removed • Protective screens between face-to-face desks 	<p>be maintained and clean. Whilst no specific guidance has been released, we recognise the concerns that air-conditioning could potentially spread the virus, and usage will be adjusted accordingly. Managers will make an informed decision as to when air-conditioning is used.</p> <ul style="list-style-type: none"> • Hazard tape will be used in the entry way to mark out where visitors should wait • Hazard tape will be replaced regularly to ensure that it is not curled and does not create a trip hazard • Signage must be displayed that clearly outlines the expectations for visitors in relation to social distancing. • Visitors must wear a facial covering or mask when entering the office. • Employees must wear a facial covering/ mask when interacting with visitors within the office, and when moving around the office/using communal areas. • Minimal contact should be made with delivery drivers, and a safe distance must always be maintained. Where practically possible, the door should be propped open rather than held to keep in line with social distancing measures. Thorough hand washing following any contact with deliveries or packages. Delivery drivers will be expected to wear a facial covering/masks, otherwise should not be permitted into the office. • Signage will be available which clearly marks the desks that are not in use in line with social distancing. Where possible these will be side by side (with an empty desk between) and not front facing. • Every office will display the 5-step COVID-19 Secure measures. • Every office will display NHS hand washing guidelines. • Every office will display social distancing signs on the door.
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Emergency evacuations	<p>Pedder employees</p> <p>Visitors/members of the public</p> <p>Anyone who comes into contact with Pedder in relation to Pedder business</p>	<ul style="list-style-type: none"> • Amended social distancing rules for safe evacuations in the event of an emergency. 	<ul style="list-style-type: none"> • In the event of an emergency, such an evacuation, the 2-meter distancing rule will not be applied where it is not safe to do so.

Further reading and guidance:

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

HSE: https://www.hse.gov.uk/news/working-safely-during-coronavirus-outbreak.htm?utm_source=govdelivery&utm_medium=email&utm_campaign=coronavirus&utm_term=covid-secure-3&utm_content=digest-21-may-20#plans

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>

Propertymark guidance on the wearing of face masks: <https://www.nava.org.uk/news/july-2020/high-street-agency-staff-dont-need-face-coverings-when-in-the-office.aspx>

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>