

What We Are Doing - COVID-19

Measures we are taking to protect our staff and customers



To ensure the on-going health, safety and wellbeing of our staff and anyone they may come in contact with while carrying out their workplace activities, *Taylors Estate Agents and Surveyors Limited (including Taylors Letting Agents and Taylors Sedgley Partnership)* ensure the following control measures are adhered to and are reviewed regularly to ensure compliance with updated guidance and government advice.

In all instances, our staff are advised not to attend work, either at their respective office or any property visit, if they feel unwell, in particular if they are experiencing symptoms which might be coronavirus related (high temperature, persistent cough, loss of taste/smell etc.).

In the office:

- Social distancing - all our staff will adhere to practising the on-going 2 metre distance rule.
- Cleaning - regular and focused on high touch points such as door handles, equipment etc. Where health and safety regulations allow, doors left open to increase airflow.
- Hygiene facilities - hand sanitiser, handwashing facilities, anti-bacterial wipes for surfaces and equipment available throughout the premises and staff encouraged to use frequently throughout the day.
- Minimising the number of times staff can enter and exit our premises and where practicable designating one entry and one exit point.
- Health declarations - when booking an appointment, for any purpose, our staff will ask homeowners, landlords, property viewers, a variety of 'health declaration questions' to include but not limited to recent time spent out of the UK, well-being (high temperature, persistent cough, loss of taste/smell) etc.
- Requiring incoming contractors, visitors, vendors etc. to answer a few health declaration questions and to wear PPE (personal protection equipment, such as a face mask).
- Disposal of waste, considerations to ensure no cross-contamination.
- Minimising non-essential visitors to our premises.
- Limiting the number of people who are able to enter confined spaces within our premises (e.g. stockrooms, copying rooms, toilets, kitchens etc.).
- Staff facilities such as kitchens and breakout areas are closed.
- Implementing protocols for visitors to our premises (where permitted) e.g. handwashing, no contact greetings and social distancing in meetings etc.
- Minimising handling of hard copy documents including post and parcels.
- Identifying vulnerable employees- considerations should they return to the workplace and what extra measures we need to take in respect of them.

**Where applicable*

- Personal protective equipment* - staff to wear face masks, and where necessary, disposable shoe covers and gloves.
- Displaying communications and reminders in the workplace in key places e.g. at hand washing points, at entrances and exits, in toilets etc.
- Hold return to work health and safety briefings, where necessary, by telephone and communicate with staff via regular emails and/or memorandums.

Out of office appointments (viewings/inspections/valuations etc.):

- Social distancing - all our staff will adhere to practising the on-going 2 metre distance rule.
- Cleaning - before our visit, homeowners or those in residence are asked to sanitise high touch points such as door handles, equipment etc. Where possible, doors or windows are to be left open to increase airflow.
- Hygiene facilities - staff will use hand sanitiser before and after a property visit and, where necessary, use anti-bacterial wipes.
- Minimise the number of visitors to a property i.e. no more than two adults (no children under 16 years) in addition the member of staff attending the appointment.
- Wear PPE - personal protection equipment, such as a face mask or visor, will be worn by staff and visitors to property and, where necessary, disposable shoe covers and gloves. No PPE, no viewing.
- Identifying vulnerable clients - a range of health questions will be asked prior to an appointment being scheduled.
- Communications and reminders will be sent when confirming a viewing appointment such that visitors must wear PPE, use hand sanitiser gels etc.
- Those of our staff undertaking a 'series' of appointments (many visits, one after the other) are encouraged, *where it is feasible to do so*, to return home rather than to the office as a precaution against bringing infection into the office.

Note: Any concerns with the above, either by staff or clients, should be conveyed to the office manager.

v.1 June 2020
v.2 Updated September 2020
v.3 Updated October 2020