



| Summary | | | |
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| Name of brand/employer (the Employer) | Lauristons | Date of last assessment | |
| Senior Manager Responsible for Risk Assessment | Darren Baker | Date of this assessment | 20-05-2020 |
| Senior Manager Responsible for Oversight | Greg Young | H&S Representative | Dan Giordanelli |
| Outcome of last assessment [delete as appropriate] | High / Medium / Low N/A for first assessment | Outcome of this assessment [delete as appropriate] | Low |

Background

HM Government has issued a guidance document “**Working safely during COVID-19 in other people’s homes**” and has also issued guidance on moving home during the coronavirus (COVID-19) outbreak (together referred to in this document as “the **Guidance**”) designed to assist employers and employees how to work safely during the COVID-19 pandemic. The Guidance is relevant for people who provide services in, and to, people’s homes as well as to employers of these individuals. The provision of services by estate agents in relation to valuations, consultations and viewings involves employees visiting a home environment. The Employer proposed to introduce modified ways of working for its employees to ensure that home visits can be carried out whilst meeting the requirements of the Guidance.

The Purpose of this Risk Assessment

The Employer proposes to introduce modified ways of working for its employees to ensure that home visits can be carried out whilst meeting the requirements of the Guidance. The Guidance requires each business to “*translate [the Guidance] into specific actions it needs to take, depending on the nature of their business, including the size and type of business, how it is organised, operated, managed and regulated*”. The Guidance also requires the Employer to carry out an “*appropriate COVID-19 risk assessment*” to assess any related health and safety hazards. This document records the Employer’s methodology in assessing COVID-19 related risks, and contains details of how the Employer will operate “*sensible measures to control any risks identified*”. This risk assessment considers each relevant section of the Guidance in turn.

Health & Safety Governance Framework

This risk assessment is one element of the governance framework that the Employer will operate to ensure appropriate reviews and oversight of its proposed working arrangements. The Employer will maintain on-going dialogue with its employees, and make provision for employees to provide feedback on ways of working, in particular, to enable the Employer to identify any new hazards or improvements to processes. The risk assessment will be reviewed promptly following the publication of any changes to the Guidance, the release of any updated sector specific materials for estate agency or following the receipt of



employee feedback that justifies changes to the risk-control framework. The Employer acknowledges that the Guidance, and this risk assessment, do not supersede any legal obligations that the Employer has in relation to health and safety, employment or equalities.

Assessment Guidance for Senior Managers

- 1. Identify the Risks:** Assess established methods of working and think about any hazards relating to Covid 19. In other words, what is it about the activities or processes that could affect your Employees or harm their health as a result of Covid 19 **when providing their services in other people’s homes**.
- 2. Who is at risk** - Then think how employees (or others who may be present, such as contractors or customers) might be harmed. Ask your colleagues what they think the additional hazards are, as they may notice things that are not obvious to you and may have some good ideas on how to control the risks. For each issue you need to be clear about who might be affected – it will help you identify the best way of controlling the risk. That doesn’t mean listing everyone by name, but rather identifying groups of people. Some workers may have particular requirements, e.g. new and young workers, new or expectant mothers, people with disabilities, temporary workers, contractors, homeworkers and lone workers.
- 3. Evaluate the risks:** Having identified the risk and issues that Covid 19 can create **when providing services in other people’s homes**, you then have to decide how likely it is that harm will occur, i.e. the level of risk and what to do about it. What you must do is make sure you know about the main risks and the things you need to do to manage them responsibly. Generally, you need to do everything ‘reasonably practicable’ to protect people from harm. This means balancing the level of risk against the measures needed to control the real risk in terms of money, time or trouble.
- 4. Record your findings:** This includes the actions you are going to take. You need to assess the risk, how people might be harmed by them and what you have in place to control the risks. Any record produced should be simple and focused on controls and actions to improve them



1.1 Managing Risk

Objective:

To reduce risk to the lowest reasonably practicable level by taking preventative measures, in order of priority.

| Risks and Issues to review | Is this a risk? | Controls procedures that Must/Could/Should be in place | Status | What is the level of risk now? RED/AMBER/GREEN | Notes and actions |
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| No work should be carried out in a household which is isolating because one or more family members has symptoms or where an individual has been advised to shield - unless it is to remedy a direct risk to the safety of the household. | YES | <p>Prior to any home visit or accompanied viewing, processes will operate to ensure checks are made in advance and recorded to identify if any persons at the property meet this criteria.</p> <p>Where it is identified that an occupant is in isolation the visit must be re-scheduled after the end of the period of isolation.</p> <p>Prior to the re-scheduled visits a check must be made to ensure no occupant is experiencing on-going symptoms. If they are, the visit must be postponed and a date to follow up in diarised. If the occupants have recovered the visit can go ahead.</p> <p>Where is it identified that an occupant is shielding the visit cannot go ahead until the shielding criteria is modified by Government guidance.</p> | MUST | GREEN | <p>Control processes are explained in “Home Visits” guidance to employees and covered in the employee training module.</p> <p>Links to relevant Government guidance will be provided to employees</p> |



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| <p>When working in a household where somebody is clinically vulnerable, but has not been asked to shield, for example, the home of someone over 70, prior arrangements should be made with vulnerable people to avoid any face-to-face contact, for example, when answering the door. You should be particularly strict about handwashing, coughing and sneezing hygiene, such as covering your nose and mouth and disposing of single-use tissues.</p> | <p>YES</p> | <p>Prior to any home visit processes will operate to ensure checks are made in advance and recorded to identify if any persons at the property meet this criteria.</p> <p>Where it is identified that an occupant meets this criteria, employees must issue the “Occupant/Owner” guidance to in advance and record in writing the precautions that have been agreed to avoid face-to-face contact with the vulnerable person and to maintain social distancing to a minimum of 2 metres at all times.</p> <p>Employees must follow the “Pre-visit” section of the Home Visit Guidance to ensure appropriate personal hygiene routines have been followed prior to the visit.</p> <p>A face covering must be worn on the visit in these circumstances</p> | <p>MUST</p> | <p>GREEN</p> | <p>Control processes are explained in “Home Visits” guidance to employees and covered in the employee training module.</p> <p>Links to relevant Government guidance will be provided to employees</p> <p>Face coverings are in stock and procedures are in place to ensure these reach employees.</p> |
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2.1 Who should go to work
Objectives:
To protect clinically vulnerable and clinically extremely vulnerable individuals
To make sure individuals who are advised to stay at home under [existing government guidance](#) do not physically come to work. This includes individuals who have symptoms of COVID-19 as well as those who live in a household with someone who has symptoms
To treat everyone in your workplace equally

| Risks and Issues to review | Is this a risk? | Controls procedures that Must/Could/Should be in place | Status | What is the level of risk now? RED/AMBER/GREEN | Notes and actions |
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| <p>Finding digital or remote alternatives to physical, in-home work where possible such as video or phone consultations.</p> | <p>YES</p> | <p>Many aspects of estate agency work can be carried out remotely and employees are equipped to supply services that do not have to be performed in other people’s homes from their home environment.</p> <p>The elements of the job that cannot be carried out at home and will involve a visit to a property are:</p> <ul style="list-style-type: none"> - Consultation of new lettings stock - Valuation of new residential sales stock - Viewings <p>The physical number of visits to properties, and/or the length of time spent at properties can be reduced by:</p> <ul style="list-style-type: none"> - Processing all pre and post visit paperwork remotely by electronic means - Requiring all persons interested in viewings to first view the property virtually as an initial filter - Limiting the amount of people on viewings to the same household where possible | <p>MUST</p> | <p>AMBER</p> | <p>Processes have been covered in the employee training module</p> <p>Digital solutions to fulfil the Employer’s legal responsibilities in relation to compliance with the Money Laundering Regulations and Right to Rent checks are being considered</p> |
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| <p>Discussing working environment and practices with householders and clients in advance to confirm how the work will be carried out, if a physical visit is needed.</p> | <p>YES</p> | <p>All occupants/owners and viewings will be issued with “Pre-visit” guidance explaining (1) the circumstances in which home visits will take place (2) the processes and precautions that will be operated by all parties</p> | <p>MUST</p> | <p>GREEN</p> | <p>Basic guides for customers have been produced by the R&G function. These will be added to and improved by marketing</p> <p>Processes have been covered in the employee training module</p> |
| <p>Employers and agencies should keep in touch with workers, who they might usually meet with face-to-face, on their working arrangements including their welfare, mental and physical health and personal security</p> | <p>YES</p> | <p>LSL has established an Estate Agency Health & Safety Committee whose specific remit is to assess the impact on COVID-19 on working practices of LSL Estate Agency.</p> <p>The aim is to create a culture of joint partnership with employees when addressing the issue of health and safety.</p> <p>The Employer has set up dedicated health and safety representatives who will assist the committee in its work. The output of the committee will be communicated in the form of guidelines for best practice, information on how to “stay safe” and training material.</p> | <p>MUST</p> | <p>GREEN</p> | <p>Ensure all employees, furloughed and actively engaged, are informed of who the health and safety representatives are and how to make contact</p> |
| <p>Providing support for workers around mental health and wellbeing. This could include advice or telephone support.</p> | <p>YES</p> | <p>Employees will be strongly encouraged to raise any concerns via the HR HOST team or report via line management or other published e-reporting mechanisms. Employees will be reminded that they can report any concerns in complete confidence using LSL Group Whistleblowing procedures.</p> | <p>MUST</p> | <p>GREEN</p> | <p>Ensure all employees, furloughed and actively engaged, are informed of who the health and safety representatives are and how to make contact</p> |



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| <p>Enabling workers to work from home while self-isolating if appropriate, sick pay and self-isolation</p> | <p>YES</p> | <p>No employee will be permitted to carry out a home visit where Government guidance requires the employee to self-isolate.</p> <p>Line management will carry out regular reviews of all tasks that require fulfilment in order to carry out services and assign tasks between employee groups accordingly.</p> <p>HR policies relating to employee absence and sick pay are directly linked to, and follow, Government guidance</p> | <p>MUST</p> | <p>GREEN</p> | <p>HR policy is confirmed in the employee FAQ issued pre-lockdown and this will be updated</p> |
| <p>Understanding and taking into account the particular circumstances of those with different protected characteristics.</p> | <p>YES</p> | <p>Consultation will be undertaken with a representative group of employees to ensure they are given an appropriate forum to share input, concerns, and suggestions.</p> <p>The communication will cover a range of topics to gain input on various scenarios and the business needs to ensure the processes and forums set up to facilitate feedback allow for employees with specific needs or individual concerns to raise these without concern of judgement or detriment. This includes the ability to raise matters anonymously.</p> | <p>MUST</p> | <p>GREEN</p> | |
| <p>Involving and communicating appropriately with workers whose protected characteristics might either expose them to a different degree of risk, or might make any steps you are thinking about</p> | <p>YES</p> | <p>Consultation will be undertaken with a representative group of employees to ensure they are given an appropriate forum to share input, concerns, and suggestions.</p> <p>The communication will cover a range of topics to gain input on various scenarios and the business needs to ensure the processes and forums set up to facilitate feedback allow</p> | <p>MUST</p> | <p>GREEN</p> | <p>HR/EAD DPO will oversee development of communication procedures to accommodate needs and to minimise sharing of sensitive personal data</p> |



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| <p>inappropriate or challenging for them.</p> | | <p>for employees with specific needs or individual concerns to raise these without concern of judgement or detriment. This includes the ability to raise matters anonymously.</p> <p>The Employer will fulfil its obligation to give due consideration to individual concerns and balance these with delivery of wider procedures and in line with it means to meet these requirements.</p> | | | |
| <p>Considering whether you need to put in place any particular measures or adjustments to take account of your duties under the equalities legislation.</p> | <p>YES</p> | <p>In line with appropriate consultation measures and wider protections to be implemented, the Employer will look at specific reasonable adjustments that need to be applied to support individuals with additional needs in order to fulfil its duty of care to all employees.</p> <p>Relevant legislation including the Equality Act 2010 will be considered.</p> | <p>MUST</p> | <p>GREEN</p> | <p>COVID-19 specific policies and documents are in development. In the meantime the LSL Group has extensive and established HR policies that are applying to ensure the risk is mitigated appropriately.</p> |
| <p>Making reasonable adjustments to avoid disabled workers being put at a disadvantage, and assessing the health and safety risks for new or expectant mothers.</p> | <p>YES</p> | <p>Specifically where any employee is identified as meeting the definition of a disabled person under the Equality Act 2010 (acknowledging this as a legal definition opposed to a medical one) the Employer will review reasonable adjustments for application to the working environment/working practices in place to lessen the impact for that employee.</p> <p>Where necessary, expert advice should be sought such as GP reports or Occupational Health.</p> <p>In the specific circumstances of the COVID-19 pandemic, it is accepted an individual not normally identified as disabled or fitting into</p> | <p>MUST</p> | <p>GREEN</p> | <p>COVID-19 specific policies and documents are in development. In the meantime the LSL Group has extensive and established HR policies that are applying to ensure the risk is mitigated appropriately.</p> |



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| | | other at risk categories may also require the consideration of reasonable adjustments to aid their ability to work effectively during the coming period. The Employer will look to apply similar considerations to individuals in this population where fair and appropriate to do so. | | | |
| Making sure that the steps you take do not have an unjustifiable negative impact on some groups compared to others, for example, those with caring responsibilities or those with religious commitments. | YES | In adherence to the Government guidance on protection and specific considerations around shielding for those identified as being in a vulnerable category, the Employer acknowledges there may be circumstances whereby it is unable to mitigate the full impact of the risk on an employee’s ability to conduct their role. Where this situation arises the Employer will review all alternatives and will continually monitor the situation to look for opportunities to make changes to mitigate or remove the detriment however this will only be done where it is confirmed the employee’s health and safety can be assured. | MUST | GREEN | COVID-19 specific policies and documents are in development. In the meantime the LSL Group has extensive and established HR policies that are applying to ensure the risk is mitigated appropriately. |

3.1 Social Distancing At Work

Objectives:

To maintain social distancing wherever possible, on arrival and departure and to ensure handwashing upon arrival

To maintain social distancing wherever possible while performing work in the home

To reduce transmission due to face-to-face meetings and maintain social distancing in meetings

To prioritise safety during incidents

| Risks and Issues to review | Is this a risk? | Controls procedures that Must/Could/Should be in place | Status | What is the level of risk now? RED/AMBER/GREEN | Notes and actions |
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| Consider travelling to sites alone using your own transport, where insurance allows | YES | <p>Employees who carry out home visits must:</p> <ul style="list-style-type: none"> - Travel alone - In their own vehicle, by bicycle or on foot - Ensure that their car insurance covers commuting for work purposes | MUST | GREEN | Processes have been covered in the employee training module |
| Various steps relating to workers that travel together | NO | N/A | | | |
| Vehicles regularly cleaned using gloves and standard cleaning products, with emphasis on handles and other areas where passengers may touch surfaces | IN PART | <p>Employees will not be permitted to carry passengers</p> <p>Employees will be required to wipe down internal surfaces in their vehicle before entering their own home or branch</p> | SHOULD | GREEN | Processes have been covered in the employee training module |
| Where possible, employers or agencies should match workers to households local to them to minimise transportation. | NO | | | | All employees who carry out home visits will either be local to the property concerned or be travelling in a private car, by bicycle or on foot |
| Wash hands on arrival and maintain social distancing when entering the home | YES | <p>Employees must:</p> <ul style="list-style-type: none"> - Wash hands before they leave their own home - Sanitise their hands after leaving their vehicle and before accessing the property concerned - Wash hands on arrival at the property (where facilities are available) | MUST | GREEN | Processes have been covered in the employee training module |



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| Discussing with households ahead of a visit to ask that a 2m distance is kept from those working, if possible | YES | Occupiers/owners will be supplied with the pre-visit guidance which will require all occupiers to vacate the property for the duration of the visit where possible. If certain occupants are unable to vacate, for example, if they are disabled, the employee will be required to record the process for ensuring social distancing measures are observed prior to the visit. | MUST | GREEN | Control processes are explained in “Home Visits” guidance for owners/occupiers |
| Asking that households leave all internal doors open to minimise contact with door handles | YES | Occupiers/owners will be supplied with the pre-visit guidance which will require all internal doors to be left open and for lights to be left on if it is a darker day | MUST | GREEN | Control processes are explained in “Home Visits” guidance for owners/occupiers |
| Identifying busy areas across the household where people travel to, from or through, for example, stairs and corridors, and minimising movement within these areas. | NO | N/A | | | |



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| Various steps relating to feed/drink and pairing of workers | NO | N/A | | | |
| Using remote working tools to avoid in-person appointments | YES | <p>Many aspects of estate agency work can be carried out remotely and employees are equipped to supply services that do not have to be performed in other people’s homes from their home environment.</p> <p>The elements of the job that cannot be carried out at home and will involve a visit to a property are:</p> <ul style="list-style-type: none"> - Consultation of new lettings stock - Valuation of new residential sales stock - Viewings <p>The physical number of visits to properties, and/or the length of time spent at properties can be reduced by:</p> <ul style="list-style-type: none"> - Processing all pre and post visit paperwork remotely by electronic means - Requiring all persons interested in viewings to first view the property virtually as an initial filter - Limiting the amount of people on viewings to the same household (where possible) | MUST | GREEN | Processes have been covered in the employee training module |



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| <p>Only absolutely necessary participants should attend appointments and should maintain 2m separation where possible.</p> | <p>YES</p> | <p>Employees will be required to carry out home visits on their own.</p> <p>Occupiers/owners will be supplied with the pre-visit guidance which will require all occupiers to vacate the property for the duration of the visit (where possible)</p> | <p>MUST</p> | <p>GREEN</p> | <p>Processes have been covered in the employee training module</p> <p>Control processes are explained in “Home Visits” guidance for owners/occupiers</p> |
| <p>Avoiding transmission during appointments, for example, from sharing pens and other objects</p> | <p>YES</p> | <p>Employees will carry their own accessories required for the visit and these will be limited to their sole use.</p> <p>Shared items in the branch such as keys and key books should be cleaned in accordance with the branch risk assessment</p> <p>Employees will be required to process all pre and post visit paperwork remotely by electronic means (where possible)</p> | <p>MUST</p> | <p>GREEN</p> | <p>Processes have been covered in the employee training module</p> |
| <p>Holding meetings outdoors or in well-ventilated rooms whenever possible</p> | <p>YES</p> | <p>Employees will be required to minimise interaction with persons whilst at the property and any discussions that do place should be outside. Detailed discussions should be carried out when back at home/branch by telephone or video.</p> | <p>MUST</p> | <p>GREEN</p> | <p>Processes have been covered in the employee training module</p> |
| <p>Procedures to follow if there is an emergency during the home visit</p> | <p>YES</p> | <p>Employees must carry a mobile telephone with them at all times</p> <p>Occupiers/owners will be supplied with the pre-visit guidance which will set out what to do if, on re-entry to the property, they discover that they employee has suffered an accident and is unconscious</p> | <p>MUST</p> | <p>GREEN</p> | <p>Processes have been covered in the employee training module</p> <p>Control processes are explained in “Home Visits” guidance for owners/occupiers</p> |



4.1 Interacting with householders
Objectives:
To make sure people understand what they need to do to maintain safety

| Risks and Issues to review | Is this a risk? | Controls procedures that Must/Could/Should be in place | Status | What is the level of risk now? RED/AMBER/GREEN | Notes and actions |
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| If you are an employer or agency, providing your workers with information about how to operate safely in people's homes | YES | Employees must follow all pre-existing health & safety guidelines for home visits and have completed the on-line training during the last 6 months | MUST | GREEN | Processes have been covered in the employee training module |
| Communicating with households prior to arrival, and on arrival, to ensure the household understands the social distancing and hygiene measures that should be followed once work has commenced | YES | Occupiers/owners will be supplied with the pre-visit guidance which will set out the procedures that must be followed to ensure social distancing and hygiene measures are observed | MUST | GREEN | Control processes are explained in “Home Visits” guidance for owners/occupiers |

5.1 Cleaning the Work Area
Objectives:
To keep work areas in a home clean and prevent transmission by touching contaminated surfaces
To help everyone keep good hygiene through the working day
To reduce transmission through contact with objects that come in to or are removed from the home

| Risks and Issues to review | Is this a risk? | Controls procedures that Must/Could/Should be in place | Status | What is the level of risk now? RED/AMBER/GREEN | Notes and actions |
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| <p>Frequent cleaning of objects and surfaces that are touched regularly, using your usual cleaning products</p> | <p>YES</p> | <p>Occupiers/owners will be supplied with the pre-visit guidance which will set out the procedures that must be following to ensure that the property is left clean to an appropriate standard</p> <p>Employees will be requested to take every precaution not to touch surfaces with their hands</p> <p>Employees will be advised on procedures to follow when handing keys and key books in branch</p> | <p>MUST</p> | <p>AMBER</p> | <p>Control processes are explained in “Home Visits” guidance for owners/occupiers</p> <p>Processes have been covered in the employee training module</p> |
| <p>Various steps relating to waste disposal and cleaning of properties after a known case of COVID-19</p> | <p>NO</p> | <p>N/A</p> | | | |
| <p>Washing your hands more often than usual for 20 seconds using soap and hot water, particularly after coughing, sneezing and blowing your nose</p> | <p>YES</p> | <p>Employees must:</p> <ul style="list-style-type: none"> - Wash hands before they leave their own home - Sanitise their hands after leaving their vehicle and before accessing the property concerned - Wash their hands on arrival at the property (where facilities are available) - Re-sanitise their hands after coughing, sneezing or blowing their nose | <p>MUST</p> | <p>GREEN</p> | <p>Processes have been covered in the employee training module</p> |



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| Reducing the spread of germs when you cough or sneeze by covering your mouth and nose with a tissue or your sleeve, not your hands. Throw the tissue in a bin immediately, then wash your hands. | YES | Employees must ensure that tissues, antibacterial wipes and a bag for disposal of rubbish are taken with them on all home visits and removed at the end of the visit | MUST | GREEN | Processes have been covered in the employee training module |
| Cleaning regularly touched objects and surfaces using your regular cleaning products to reduce the risk of passing the infection on to other people | NO | N/A | | | |
| If handwashing facilities are not accessible, you should carry hand sanitiser. | YES | Employees will carry hand sanitiser on all home visits. | MUST | GREEN | Processes have been covered in the employee training module |
| Various steps relating to handling of goods, merchandise and materials | NO | N/A | | | |

6.1 Personal Protective Equipment (PPE) and Face Coverings

Objectives:

NONE STATED - RELEVANT EXTRACTS FROM THE GUIDANCE:

Where you are already using PPE in your work activity to protect against non-COVID-19 risks, you should continue to do so

When managing the risk of COVID-19, additional PPE beyond what you usually wear is not beneficial. This is because COVID-19 is a different type of risk to the risks you normally face in a workplace, and needs to be managed through social distancing, hygiene and fixed teams or partnering, not through the use of PPE.

| Risks and Issues to review | Is this a risk? | Controls procedures that Must/Could/Should be in place | Status | What is the level of risk now? RED/AMBER/GREEN | Notes and actions |
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| <p>PPE is required to carry out home visits under usual ways of working and should continue to be used during the COVID-19 pandemic</p> | <p>NO</p> | <p>N/A</p> | | | |
| <p>Notwithstanding there is no legal or requirement in the Guidance to supply PPE, will employees feel like the safeguards set out in this risk assessment, and the supplies provisioned by the Employer, are adequate?</p> | <p>YES</p> | <p>This risk assessment details numerous multi-layered controls that, when operated together, will reduce the risk of cross-contamination to Employees, owner/owner occupiers and viewers to an acceptable level.</p> <p>No additional manufactured PPE is required to enable Employees to operate safety in the home setting.</p> <p>In addition, the Employer will be recommending that employees wear a face covering as a pre-cautionary measure, though given the focus of the combined measures is always to observe social distancing, the Guidance states that the effect of wearing a face-covering may be “marginally beneficial”.</p> <p>In line with Government guidance a face covering must be worn if a visit is being made to a property where there is an occupant classed as “vulnerable)</p> | <p>SHOULD</p> | <p>GREEN</p> | <p>Processes have been covered in the employee training module where the employee elects to wear a face covering</p> |



| 7.1 Workforce Management – guidance for employers and agencies | | | | | |
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| Objectives: | | | | | |
| To change the way work is organised to create distinct groups and reduce the number of contacts each worker has. | | | | | |
| To avoid unnecessary work-related travel and keep workers safe when they do need to travel between homes | | | | | |
| To make sure all workers understand COVID-19 related safety procedures | | | | | |
| To make sure all workers are kept up to date with how safety measures are being implemented or updated | | | | | |
| Risks and Issues to review | Is this a risk? | Controls procedures that Must/Could/Should be in place | Status | What is the level of risk now? RED/AMBER/GREEN | Notes and actions |
| Various steps relating to multiple workers, shared tools etc | NO | N/A | | | |
| Various steps to avoid unnecessary work travel | YES | Control procedures are detailed in prior sections of this risk assessment | | | |
| Providing clear, consistent and regular communication to improve understanding and consistency of ways of working amongst your workers | YES | <p>LSL has established an Estate Agency Health & Safety Committee whose specific remit is to assess the impact on COVID-19 on working practices of LSL Estate Agency.</p> <p>The aim is to create a culture of joint partnership with employees when addressing the issue of health and safety.</p> <p>The Employer has set up dedicated health and safety representatives who will assist the committee in its work. The output of the committee will be communicated in the form of guidelines for best practice, information on how to “stay safe” and training material.</p> | MUST | GREEN | The first discussion of the employee H&S Reps was held on 13.05. These will be arranged ad hoc as the need required. H&S reps will be informed of actions taken and responses to recommendations made. |
| Engaging with workers and worker representatives through existing | | LSL has established an Estate Agency Health & Safety Committee whose specific remit is to | MUST | GREEN | The first discussion of the employee H&S Reps was held on 13.05. These will be arranged ad hoc as the need |



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| <p>communication routes to explain and agree any changes in working arrangements</p> | | <p>assess the impact on COVID-19 on working practices of LSL Estate Agency.</p> <p>The aim is to create a culture of joint partnership with employees when addressing the issue of health and safety.</p> <p>The Employer has set up dedicated health and safety representatives who will assist the committee in its work. The output of the committee will be communicated in the form of guidelines for best practice, information on how to “stay safe” and training material.</p> | | | <p>required. H&S reps will be informed of actions taken and responses to recommendations made.</p> |
| <p>Ongoing engagement with workers, (including through trades unions or employee representative groups) to monitor and understand any unforeseen impacts of changes to working environments</p> | | <p>LSL has established an Estate Agency Health & Safety Committee whose specific remit is to assess the impact on COVID-19 on working practices of LSL Estate Agency.</p> <p>The aim is to create a culture of joint partnership with employees when addressing the issue of health and safety.</p> <p>The Employer has set up dedicated health and safety representatives who will assist the committee in its work. The output of the committee will be communicated in the form of guidelines for best practice, information on how to “stay safe” and training material.</p> | <p>MUST</p> | <p>GREEN</p> | <p>The first discussion of the employee H&S Reps was held on 13.05. These will be arranged ad hoc as the need required. H&S reps will be informed of actions taken and responses to recommendations made.</p> |



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| <p>Awareness and focus on the importance of mental health at times of uncertainty. The government has published guidance on the mental health and wellbeing aspects of coronavirus (COVID-19)</p> | <p>The LSL Group has implemented the Mental Health Initiative providing various support mechanisms including an Employee Helpline with the ability to provide counselling and provision of training and development materials to support individuals and managers in identifying and working to help manage mental health concerns.</p> <p>Specific COVID-19 support will be developed along with promotion of the resources already available. Managers will be provided with training to help identify employees who may be demonstrating any sign of stress and anxiety and communications will be shared regularly to demonstrate the actions being taken by the Employer ensuring employees are well educated on how to best protect themselves and the have the latest updates on any developments in procedure.</p> | <p>MUST</p> | <p>GREEN</p> | <p>COVID-19 specific policies and documents are in development. In the meantime the LSL Group has extensive and established HR policies that are applying to ensure the risk is mitigated appropriately.</p> |
| <p>Using simple, clear messaging to explain guidelines using images and clear language, with consideration of groups for which English may not be their first language</p> | <p>Communications will be shared in various mediums and via all available platforms to ensure full reach of all relevant information to all employees and that the appropriate formats are available to suit how best to communicate with all individuals with the relevant level of detail.</p> <p>Managers (with the support and direction of HR) will be responsible for ensuring messages are shared with all employees and that these messages are understood. Employees will be encouraged to ask questions and share suggestions or concerns in response to information in order to develop content and</p> | <p>MUST</p> | <p>GREEN</p> | <p>COVID-19 specific policies and documents are in development. In the meantime the LSL Group has extensive and established HR policies that are applying to ensure the risk is mitigated appropriately.</p> |



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| | | adjust formats to progress information and guidance confirming its suitability to the receiving audience. | | | |
| Communicating approaches and operational procedures to households to help their adoption before work commences | YES | Occupiers/owners will be supplied with the pre-visit guidance which will set out the procedures that must be following to ensure social distancing and hygiene measures are observed | MUST | GREEN | Control processes are explained in “Home Visits” guidance for owners/occupiers |

8.1 Deliveries to the Home
Section not applicable to business activities of the Employer

| Summary Outcomes – TO ASSIST WITH THE OVERALL CLASSIFICATION OF THE ASSESSMENT | | |
|---|--------------|---|
| Most processes in operation to reduce risks, no more than 1 or 2 minor risks remain with clear actions identified to resolve. Any individual entries marked as AMBER are classified to demonstrate that either the Employer is step removed from the control measure or there are elements of the task that will require contact with others, but, on balance, the control measure proposes an acceptable solution. | GREEN | MD approval to proceed to carry out home visits |
| Some processes in operation to reduce risks but there are gaps after the assessment or, in relation to individual measures marked as AMBER, control measures do not propose an acceptable solution. | AMBER | Refer to EAD Executive Director |
| Branch unable to satisfy the majority of the control processes or any individual measure graded RED | RED | Refer to LSL Group Executive Committee |

