

# Staff Guidelines

Information to keep our client facing staff safe:

Moving home is important, but staying safe takes absolute priority. "Safe Move" is the name of our campaign to get people moving while keeping entirely focused on safety.

These new systems, processes, and policies have been created by us, and are in-line with current Government advice. The portfolio of "Safe Move" documents will outline the way we carry out each element of our business. The market will change, and we will need to change with it, continuously reviewing and updating our guidance.

**You are at the front line, please let your manager know what works, what doesn't work, and how we can improve. We're all in this together.**

We will all need to use our common sense as we return to a very different world. This change is for the good and will last for the foreseeable future. We therefore ask that you adopt these best working practices with a passion to make a real difference. Be strong, apply common sense, and if a request increases risk do not be afraid to say no.

When booking an appointment that involves a face to face meeting, including surveys, tradespeople, delivery companies, valuations, photography visits etc., please ask the standard four questions of all those who will be present at the appointment.

- “ Do you have, or have you had any COVID-19 symptoms such as a temperature, dry cough or shortness of breath? ”
- “ Is there any reason that you know of why this viewing should not take place? ”
- “ Are you or any member of your household in the "Clinically Vulnerable" or "Clinically Extremely Vulnerable" COVID-19 Categories? ”
- “ Are you now, or have you been self-isolating in the last four weeks? ”

**REMEMBER** If anybody answers “Yes” to any of our four questions we should:

1. Ascertain the full position (ask more questions to gather more information).
2. Have a discussion with your line manager (two minds are better than one).
3. Make a decision on how to proceed using your experience and common sense.

## Staff Guidelines (continued)

It would be impossible to write a set of policies covering every eventuality. Discuss the situation of a “yes” response to any of our four questions with your line manager and make the appropriate decision given the information at your disposal.

### **Could additional safety precautions be put in place to reduce any additional risk?**

If you need more information, go get it. The only conflict will be related to the pursuit of the deal or pursuit of well being. If there is ANY doubt whatsoever, always make the decision that favours safety.

### **Client Communication:**

All applicants should be made aware of our new processes as soon as possible and certainly before we conduct any appointments. The appropriate information sheet should be emailed to the necessary parties before any appointment takes place.

Landlords and sales clients should be made aware of what steps we will be taking to keep them safe and we should also provide them additional information if requested for other topics from our SAFE MOVE microsite. (Eg Valuations, Viewings, Contractor visits.. etc)

There is information in this pack that refers to the best use of office space, additional information for deliveries, taking breaks and use of vehicles. Please take time to familiarise yourselves with all of the information contained herein, and feel free to make suggestions for improvements to ensure everyone enjoys a “Safe Move”.

Please continue to ‘Clinical Vulnerabilities’ on the next page.

# Staff Guidelines (continued)

## Clinical Vulnerability:

For clarity, the two levels of vulnerability are:

### **+** Clinically Vulnerable People at moderate risk from Coronavirus include people who:

- are 70 or older
- are pregnant
- have a lung condition that's not severe (such as asthma, COPD, emphysema or bronchitis)
- have heart disease (such as heart failure)
- have diabetes
- have chronic kidney disease
- have liver disease (such as hepatitis)
- have a condition affecting the brain or nerves (such as Parkinson's disease, motor neurone disease, multiple sclerosis or cerebral palsy)
- have a condition that means they have a high risk of getting infections
- are taking medications that can affect the immune system (such as low doses of steroids)
- are very obese (a BMI of 40 or above)

**Clinically Vulnerable people will need to be more cautious.**

### **+** Clinically Extremely Vulnerable People at high risk from coronavirus include people who:

- have had an organ transplant
- are having chemotherapy or antibody treatment for cancer, including immunotherapy
- are having an intense course of radiotherapy (radical radiotherapy) for lung cancer
- are having targeted cancer treatments that can affect the immune system (such as protein kinase inhibitors or PARP inhibitors)
- have blood or bone marrow cancer (such as leukaemia, lymphoma or myeloma)
- have had a bone marrow or stem cell transplant in the past six months, or are still taking an immunosuppressant medicine
- have been told by a doctor that you have a severe lung condition (such as cystic fibrosis, severe asthma or severe COPD)
- have a condition that means they have a very high risk of getting infections (such as SCID or sickle cell)
- are taking medicine that makes them much more likely to get infections (such as high doses of steroids)
- have a serious heart condition and are pregnant

If anyone is at high risk from coronavirus, they should have received a letter from the NHS.

**Clinically Extremely Vulnerable people should avoid contact with all others and should seriously reconsider involvement in the house moving process. We all have a duty of care to these people.**