



Be  Safe




Countrywide

Covid Secure Countrywide Group Risk Assessment





No.	Risk	Activity Risk Rating	Mitigation	Notes
Social Distancing				
1	An excessive number of members of the public impacting on ability to social distance.	M	Branch visits by appointment only where possible with numbers controlled by locked door. Training and guidance in place.	
2	Public awareness of risk mitigation in place.	M	Signage providing details of social distancing measures in place.	
3	Proximity to visitors and colleagues	M	Ensure that customer chairs are at least 2m from colleague. Risk assessments undertaken before a site reopens. Training and guidance in place.	
			Utilise 'meet and greet' areas to maximise opportunity for social distancing ensuring that chairs are at least 2m apart. Risk assessments undertaken before a site reopens. Training and guidance in place.	
			Adjust desks and seating arrangements to ensure that colleagues are sat at least 2m apart. Colleagues should sit side and back on wherever possible. Risk assessments undertaken before a site reopens. Training and guidance in place.	
			Stop hot desking and the sharing of equipment. Risk assessments undertaken before a site reopens. Training and guidance in place.	
Infection				
4	Members of the public infecting colleagues	M	Signs at entrance to the office asking visitors not to enter if they have symptoms or have been in close proximity to anyone who has. Risk assessments undertaken before a site reopens. Training and guidance in place.	
5	Colleagues infecting other colleagues and members of the public.	M	Colleagues displaying COVID 19 symptoms or having been exposed to anyone infected should stay at home in accordance with govt. advice. Training and guidance in place.	
Hygiene & Personal Protection Equipment				
6	Surface hygiene	M	All surfaces should be wiped down using disinfectant wipes/ sprays prior to an office reopening. Risk assessments undertaken before a site reopens. Training and guidance in place.	
7	Personal hygiene	M	All surfaces should be wiped down using disinfectant wipes/ sprays during the working day. Training and guidance in place.	
			Display signs promoting regular and thorough handwashing.	
			Promote regular use of hand sanitiser.	
			Ensure adequate supplies of hand wash, sanitiser and towels are available.	
			Ensure regular breaks built into the day for the washing of hands.	
			PPE should be used when interacting with customers as required based on govt. guidelines.	
Ensure that adequate supplies of PPE are available. Included on site reopening risk assessment.				
			Colleagues advised on correct use of PPE.	



No.	Risk	Activity Risk Rating	Mitigation	Notes
Social Distancing				
1	Lifts	M	Advise that where possible lifts should not be used. Where lift use is unavoidable only 1 person per lift is permitted. Risk assessments undertaken before a site reopens. Training and guidance in place.	
2	Congestion in public areas	M	Where appropriate introduce one way systems in corridors and on stairs. If separate doors can be used for entry and exit that should be considered. Risk assessments undertaken before a site reopens. Training and guidance in place.	
3	Proximity to colleagues and tradesman	M	Maintain at least 2m from colleagues and tradesman delivering to the centre. Risk assessments undertaken before a site reopens. Training and guidance in place.	
			Adjust desks and seating arrangements to ensure that colleagues are sat at least 2m apart. Colleagues should sit side and back on wherever possible. Risk assessments undertaken before a site reopens. Training and guidance in place.	
			Stop hot desking and the sharing of equipment. Risk assessments undertaken before a site reopens. Training and guidance in place.	
4	Canteens and break out rooms.	M	Use should be limited with chairs and tables placed to maintain social distancing. Risk assessments undertaken before a site reopens. Training and guidance in place.	
Infection				
5	Visiting tradesman infecting colleagues	M	Signs at entrance to the office asking visitors not to enter if they have symptoms or have been in close proximity to anyone who has. Risk assessments undertaken before a site reopens. Training and guidance in place.	
6	Colleagues infecting other colleagues and members of the public.	M	Colleagues displaying COVID 19 symptoms or having been exposed to anyone infected should stay at home in accordance with govt. advice. Risk assessments undertaken before a site reopens. Training and guidance in place.	
Hygiene & Personal Protection Equipment				
7	Surface hygiene	M	All surfaces should be wiped down using disinfectant wipes/ sprays prior to an office reopening. Risk assessments undertaken before a site reopens. Training and guidance in place. All surfaces should be regularly wiped down using disinfectant wipes/ sprays during the working day.	
8	Personal hygiene	M	Display signs promoting regular and thorough handwashing.	
			Promote regular use of hand sanitiser.	
			Ensure adequate supplies of hand wash, sanitiser and towels are available.	
			Ensure regular breaks built into the day for the washing of hands.	
			PPE should be used when interacting with customers as required based on govt. Ensure that adequate supplies of PPE are available. Included in site reopening risk assessment.	
			Colleagues advised on the correct use of PPE.	



No.	Risk	Activity Risk Rating	Mitigation	Notes
General				
1	Communicating expectations	M	Divisional Managing Directors provided with a guidance document confirming expectations from their business units relating to risk assessments, including dynamic in the field assessments, when visiting properties.	
2	Managing expectations to minimise risk.	M	Conditions under which the appointment is being conducted are communicated at the time of booking.	
3	Travel	H	Providing transport for customers prohibited. Training and guidance in place.	
4	Refreshments	M	Do not accept offers of refreshment such as tea, coffee or water. Training and guidance in place.	
Social Distancing				
5	Difficulty in maintaining social distancing as a result of the number of persons at the property.	M	Minimise face to contact instead conducting virtual viewings and MAs where possible. Training and guidance in place.	
			In accordance with govt. guidelines there should be no "open house" viewings. Training and guidance in place.	
			There should be a maximum number of 2 persons from the same household present at the booked appointment. Training and guidance in place.	
			Advise that the client or current tenant vacates the property during the appointment. Training and guidance in place.	
Infection				
6	Members of the public infecting colleagues and one another.	M	No appointments should be conducted if anyone attending the appointment is displaying COVID 19 symptoms, has been tested positive or has been in close proximity to anyone who has. This should be established when making the appointment. Training and guidance in place.	
7	Colleagues infecting other colleagues and members of the public.	M	Colleagues displaying COVID 19 symptoms or having been exposed to anyone infected should stay at home in accordance with govt. advice and not attend appointments. Training and guidance in place. Identify if a member of the household or viewing party is in the "vulnerable" category. Establish if any special arrangements need to be made. Training and guidance in place.	
8	Exposure	M	Where possible limit the duration of the appointment to between 15-20 minutes for the average property. Training and guidance in place. Minimise the time inside the property by answering questions outside or over the telephone when back at the office. Training and guidance in place.	
Hygiene & Personal Protection Equipment				
9	Travel	M	If using a pool/ colleagues car cleanse contact surfaces with a disinfectant wipe/spray. Training and guidance in place.	
10	Cleansing	M	On arrival colleagues and viewers should wash/ sanitise their hands. Training and guidance in place.	
11	Surfaces - Property	M	Avoid contact with surfaces in communal areas, such as stairwells and walkways. Training and guidance in place.	
			The homeowner should be requested to sanitise surfaces using disinfectant wipes/ sprays prior to the appointment. Training and guidance in place. Colleagues to remain standing where possible. Training and guidance in place.	
12	Ventilation	L	Ask that pets are contained. Training and guidance in place. Where possible windows and internal doors should be opened to improve ventilation and minimise the requirement for contact. Training and guidance in place.	
13	Personal hygiene	M	PPE should be used when interacting with customers as required based on govt.	
			Ensure that adequate supplies of PPE are available. Included in site reopening risk assessment.	
			Ensure colleagues trained on the correct use of PPE. Training and guidance in place. Ensure that PPE is changed between appointments. Training and guidance in place.	



No.	Risk	Activity Risk Rating	Mitigation	Notes
Information Technology & Data Protection				
1	A percentage of colleagues will be using their own equipment with lesser anti-virus protection than our own network	M	Policy created by IT with acceptance confirming that up-to-date anti-virus has been installed.	
2	Personal data held/ accessed away from company premises and hardware.	M	Policy amended and distributed. Included in iLearn Agile Working modules.	
3	Poor/ unreliable internet connection home could impact on productivity.	L	Manager assess options when a colleague raises concerns.	
Mental Wellbeing				
4	Colleagues not coping with the mental challenges of the time.	M	Line managers to monitor for signs of anxiousness, low spirits, energy/ engagement issues and signs of stress. iLearn course for managers planned.	
Physical Wellbeing				
5	Colleagues not coping with the physical challenges of working from home or alone such as not sleeping, poor diet and lack of exercise	M	Line managers to monitor for signs of anxiousness, low spirits, energy/ engagement issues and signs of stress. iLearn course for managers planned.	
6	Back or neck pain from not working at an assessed work station with company hardware.	M	Line managers to monitor for signs of anxiousness, low spirits, energy/ engagement issues and signs of stress. iLearn course for managers planned.	
Emotional Wellbeing				
7	Colleagues feeling isolated or lonely and struggling to adapt to working alone.	M	Line managers to monitor for signs of anxiousness, low spirits, energy/ engagement issues and signs of stress. iLearn course for managers planned.	
Personal Circumstances				
8	Family make-up such as having children at home or supporting/ shielding vulnerable family members adding making it difficult to work productively so adding to stress levels.	M	Line managers to monitor for signs of anxiousness, low spirits, energy/ engagement issues and signs of stress. iLearn course for managers planned.	
9	Colleague worried about finances, social isolation or relationship issues associated with lockdown.	M	Line managers to monitor for signs of anxiousness, low spirits, energy/ engagement issues and signs of stress. iLearn course for managers planned.	
Agile Working				
10	Colleagues may not have the personality and skills to be productive away from the office environment and hands on management.	M	Agile working training introduced. Management oversight required.	
11	Are colleagues being supported by a line manager with the time and resource to do so away from the office environment.	M	Agile working training introduced. Management oversight required.	
Environmental				
12	Home environment not conducive to working productively e.g. working from the kitchen table using personal equipment in a noisy environment.	M	Agile working training introduced. Management oversight required.	



No.	Risk	Activity Risk Rating	Mitigation	Notes
Social Distancing				
1	Transporting members of the public	H	Providing transport for customers is prohibited. Training and guidance in place.	
2	Travelling with colleagues in the same vehicle	H	Only one colleague per vehicle permitted. Training and guidance in place.	
3	Travelling to work	M	Colleagues should, where possible and agreed with their line manager work from home. Where this is not possible govt. advice on using public transport should be strictly adhered to. Where possible, walking, cycling or driving should be considered. Training and guidance in place.	
Infection				
4	Members of the public infecting colleagues	M	Colleagues should, where possible and agreed with their line manager work from home. Where this is not possible govt. advice on using public transport should be strictly adhered to. Where possible, walking, cycling or driving should be considered. Training and guidance in place.	
5	Colleagues infecting other colleagues and members of the public.	H	Providing transport for customers is prohibited. Only one colleague per vehicle, including the driver, is permissible. Training and guidance in place.	
Hygiene & Personal Protection Equipment				
6	Surface hygiene	M	Where a pool car is used all surfaces should be disinfected before using the vehicle. Training and guidance in place. When refuelling the car sanitise hands before and after use. Use contactless payment where possible. Training and guidance in place.	
7	Personal Protection Equipment	M	PPE should be used in accordance with govt. guidelines should be used when Ensure that adequate supplies of PPE are available. Included in site reopening risk assessment. Ensure colleagues advised on the correct use of PPE. Training and guidance in place.	



No.	Risk	Activity Risk Rating	Mitigation	Notes
Social Distancing				
1	An excessive number of members of the public impacting on ability to social distance.	M	Branch visits by appointment only where possible with numbers controlled by locked door. Training and guidance in place.	MPC COVID Safe Checklist to be used for all branch based appointments
2	Public awareness of risk mitigation in place.	M	Signage providing details of social distancing measures in place.	MPC COVID Safe Checklist to be used for all branch based appointments
3	Proximity to visitors and colleagues	M	Ensure that customer chairs are at least 2m from colleague. Risk assessments undertaken before a site reopens. Training and guidance in place.	MPC COVID Safe Checklist to be used for all branch based appointments
			Utilise 'meet and greet' areas to maximise opportunity for social distancing ensuring that chairs are at least 2m apart. Risk assessments undertaken before a site reopens. Training and guidance in place.	MPC COVID Safe Checklist to be used for all branch based appointments
			Adjust desks and seating arrangements to ensure that colleagues are sat at least 2m apart. Colleagues should sit side and back on wherever possible. Risk assessments undertaken before a site reopens. Training and guidance in place.	MPC COVID Safe Checklist to be used for all branch based appointments
			Stop hot desking and the sharing of equipment. Risk assessments undertaken before a site reopens. Training and guidance in place.	
Infection				
4	Members of the public infecting colleagues	M	Signs at entrance to the office asking visitors not to enter if they have symptoms or have been in close proximity to anyone who has. Risk assessments undertaken before a site reopens. Training and guidance in place.	MPC COVID Safe Checklist to be used for all branch based appointments
5	Colleagues infecting other colleagues and members of the public.	M	Colleagues displaying COVID 19 symptoms or having been exposed to anyone infected should stay at home in accordance with govt. advice. Training and guidance in place.	MPC COVID Safe Checklist to be used for all branch based appointments
Hygiene & Personal Protection Equipment				
6	Surface hygiene	M	All surfaces should be wiped down using disinfectant wipes/ sprays prior to an office reopening. Risk assessments undertaken before a site reopens. Training and guidance in place.	MPC COVID Safe Checklist to be used for all branch based appointments
			All surfaces should be wiped down using disinfectant wipes/ sprays during the working day. Training and guidance in place.	MPC COVID Safe Checklist to be used for all branch based appointments
7	Personal hygiene	M	Display signs promoting regular and thorough handwashing.	
			Promote regular use of hand sanitiser.	
			Ensure adequate supplies of hand wash, sanitiser and towels are available.	
			Ensure regular breaks built into the day for the washing of hands.	
			PPE should be used when interacting with customers as required based on govt. guidelines.	
Ensure that adequate supplies of PPE are available. Included on site reopening risk assessment.				
Colleagues advised on correct use of PPE .				



No.	Risk	Activity Risk Rating	Mitigation	Notes
Pre Appointment				
1	Proximity to customers and colleagues	M	If the appointment is in an enclosed room, MPC to check that the room must be able to accommodate Social Distancing guidelines of minimum of 2m	
			If the meeting is in an open plan office , then the 2m social distancing must be observed and MPC must check that customer is comfortable with confidentiality	
			MPC to give consideration to the positioning of a printer to avoid unnecessary breach of 2m social distancing rule	
2	Members of the public infecting colleagues	M	All appointments should be pre booked and MPC must confirm that customer has answered the set health questions: - Is there a member of the household in the 'vulnerable' category? - Has anyone in the household tested positive for COVID-19, or displayed symptoms? - Has any of the household needed to self isolate and if yes, how long ago? - Have they knowingly been in contact with anyone, or visited any place that could have exposed them to the risk of infection from COVID-19? - Is there a member of the household in the 'vulnerable' category?	
			Before any walk in appointment, MPC to verify the set health questions (above) with customer	
			MPC must check if those attending the meeting currently live in the same house? If the customers do not currently live in the same household then only one person can attend the meeting, the other person should be dialed in via call or video.	
			Prior to the F2F meeting, MPC must advise that not advisable for children to attend the appointment.	
			Prior to the F2F meeting, MPC must advise customer that they will not shake hands with the customer	
			MPC must wipe door handles before and after the appointment	
			MPC to ensure that the area to be wiped down before meeting with a customer	
			MPC to ensure that they are fully equipped with hand sanitiser and insist customer to use it on arrival	
			MPC to have masks available, optional to wear if applying social distancing.	
			MPC to offer customer use of mask	
			If there is a window in the office, please open to allow for ventilation	
			Is the MPC wearing appropriate smart clothing to allow for the clothing to be machine washed at end of the working day?	
			Does the MPC have specific pens for the customer to use and encourage them to take the pen away with them when they leave the office?	
			MPC to ensure that they will not be offering the customer any refreshments during the meeting	
MPC to promote use of Customer Portal for accessing/returning documents.				
MPC to minimise use of paper throughout the meeting				
Does MPC have access to antibacterial wipes?				
During the Appointment				
3	Members of the public infecting colleagues	M	On arrival, reconfirm with customer that no changes to the answers they provided to the key health questions, noted above.	
			If customer shows any symptoms, MPC must end the meeting	
			MPC to invite customer to use the hand sanitiser at any point during the meeting eg, when handling documents	
After the Appointment				
4	Surface hygiene	M	MPC must wipe door handles before and after the appointment	
			MPC to ensure that the area to be wiped down after each meeting with a customer	
5	Personal hygiene	M	MPC to wash their hands thoroughly when customer leaves the meeting	



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Social Distancing				
1	Lifts	M	Advise that where possible lifts should not be used. Where lift use is unavoidable only 1 person per lift is permitted. Risk assessments undertaken before a site reopens. Training and guidance in place.	
2	Congestion in communal/public areas	M	Where appropriate introduce one way systems in corridors and on stairs. If separate doors can be used for entry and exit that should be considered. Risk assessments undertaken before a site reopens. Training and guidance in place.	
3	Proximity to colleagues and tradesman	M	Maintain at least 2m from colleagues and tradesman delivering to the centre. Risk assessments undertaken before a site reopens. Training and guidance in place.	
			Adjust desks and seating arrangements to ensure that colleagues are sat at least 2m apart. Colleagues should sit side and back on wherever possible. Risk assessments undertaken before a site reopens. Training and guidance in place.	
			Stop hot desking and the sharing of equipment. Risk assessments undertaken before a site reopens. Training and guidance in place.	
4	Canteens and break out rooms.	M	Use should be limited with chairs and tables placed to maintain social distancing. Risk assessments undertaken before a site reopens. Training and guidance in place.	
Infection				
5	Visiting tradesman infecting colleagues	M	Signs at entrance to the office asking visitors not to enter if they have symptoms or have been in close proximity to anyone who has. Risk assessments undertaken before a site reopens. Training and guidance in place.	
6	Colleagues infecting other colleagues and members of the public.	M	Colleagues displaying COVID 19 symptoms or having been exposed to anyone infected should stay at home in accordance with govt. advice. Risk assessments undertaken before a site reopens. Training and guidance in place.	
Hygiene & Personal Protection Equipment				
7	Surface hygiene	M	All surfaces should be wiped down using disinfectant wipes/ sprays prior to an office reopening. Risk assessments undertaken before a site reopens. Training and guidance in place. All surfaces should be regularly wiped down using disinfectant wipes/ sprays during the working day.	
8	Personal hygiene	M	Display signs promoting regular and thorough handwashing.	
			Promote regular use of hand sanitiser.	
			Ensure adequate supplies of hand wash, sanitiser and towels are available.	
			Ensure regular breaks built into the day for the washing of hands.	
			PPE should be used when interacting with customers as required based on govt. advice.	
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			Colleagues advised on the correct use of PPE.	



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Information Technology & Data Protection				
1	A percentage of colleagues will be using their own equipment with lesser anti-virus protection than our own network	M	Policy created by IT with acceptance confirming that up-to-date anti-virus has been installed.	
2	Personal data held/ accessed away from company premises and hardware.	M	Policy amended and distributed. Included in iLearn Agile Working modules.	
3	Poor/ unreliable internet connection home could impact on productivity.	L	Manager assess options when a colleague raises concerns.	
Mental Wellbeing				
4	Colleagues not coping with the mental challenges of the time.	M	Line managers to monitor for signs of anxiousness, low spirits, energy/ engagement issues and signs of stress. iLearn course for managers planned.	
Physical Wellbeing				
5	Colleagues not coping with the physical challenges of working from home or alone such as not sleeping, poor diet and lack of exercise	M	Line managers to monitor for signs of anxiousness, low spirits, energy/ engagement issues and signs of stress. iLearn course for managers planned.	
6	Back or neck pain from not working at an assessed work station with company hardware.	M	Line managers to monitor for signs of anxiousness, low spirits, energy/ engagement issues and signs of stress. iLearn course for managers planned.	
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Personal Circumstances				
8	Family make-up such as having children at home or supporting/ shielding vulnerable family members adding making it difficult to work productively so adding to stress levels.	M	Line managers to monitor for signs of anxiousness, low spirits, energy/ engagement issues and signs of stress. iLearn course for managers planned.	
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Agile Working				
10	Colleagues may not have the personality and skills to be productive away from the office environment and hands on management.	M	Agile working training introduced. Management oversight required.	
11	Are colleagues being supported by a line manager with the time and resource to do so away from the office environment.	M	Agile working training introduced. Management oversight required.	
Environmental				
12	Home environment not conducive to working productively e.g. working from the kitchen table using personal equipment in a noisy environment.	M	Agile working training introduced. Management oversight required.	



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2	Travelling to work	M	Colleagues should, where possible and agreed with their line manager work from home. Where this is not possible govt. advice on using public transport should be strictly adhered to. Where possible, walking, cycling or driving should be considered. Training and guidance in place.	
3				
3	Members of the public infecting colleagues	M	Colleagues should, where possible and agreed with their line manager work from home. Where this is not possible govt. advice on using public transport should be strictly adhered to. Where possible, walking, cycling or driving should be considered. Training and guidance in place.	
Hygiene & Personal Protection Equipment				
4	Surface hygiene	M	Where a pool car is used all surfaces should be disinfected before using the vehicle. Training and guidance in place. When refuelling the car sanitise hands before and after use. Use contactless payment where possible. Training and guidance in place.	
5	Personal Protection Equipment	M	PPE should be used in accordance with govt. guidelines and should be used when using public transport. Ensure that adequate supplies of PPE are available. Included in site reopening risk assessment. Ensure colleagues advised on the correct use of PPE. Training and guidance in	



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2	Congestion in public areas	M	Where appropriate introduce one way systems in corridors and on stairs. If separate doors can be used for entry and exit that should be considered. Risk assessments undertaken before a site reopens. Training and guidance in place.	
3	Public awareness of risk mitigation in place.	M	Signage providing details of social distancing measures in place.	
4	Proximity to clients	M	Conduct virtual meetings where possible. Ensure that customer chairs are at least 2m from colleague. Risk assessments undertaken before a site reopens. Training and guidance in place.	
5	Proximity to colleagues and tradesman	M	Maintain at least 2m from colleagues and tradesman delivering to the centre. Risk assessments undertaken before a site reopens. Training and guidance in place.	
			Adjust desks and seating arrangements to ensure that colleagues are sat at least 2m apart. Colleagues should sit side and back on wherever possible. Risk assessments undertaken before a site reopens. Training and guidance in place.	
			Stop hot desking and the sharing of equipment. Risk assessments undertaken before a site reopens. Training and guidance in place.	
6	Canteens and break out rooms.	M	Use should be limited with chairs and tables placed to maintain social distancing. Risk assessments undertaken before a site reopens. Training and guidance in place.	
Infection				
7	Visiting tradesman infecting colleagues	M	Signs at entrance to the office asking visitors not to enter if they have symptoms or have been in close proximity to anyone who has. Risk assessments undertaken before a site reopens. Training and guidance in place.	
8	Colleagues infecting other colleagues and members of the public.	M	Colleagues displaying COVID 19 symptoms or having been exposed to anyone infected should stay at home in accordance with govt. advice. Risk assessments undertaken before a site reopens. Training and guidance in place.	
Hygiene & Personal Protection Equipment				
9	Surface hygiene	M	All surfaces should be wiped down using disinfectant wipes/ sprays prior to an office reopening. Risk assessments undertaken before a site reopens. Training and guidance in place. All surfaces should be regularly wiped down using disinfectant wipes/ sprays during the working day, including wc by individual after use.	
10	Personal hygiene	M	Display signs promoting regular and thorough handwashing. Promote regular use of hand sanitiser.	
			Ensure adequate supplies of hand wash, sanitiser and towels are available.	
			Ensure regular breaks built into the day for the washing of hands.	
			PPE should be used when interacting with customers as required based on govt. guidelines.	
			Ensure that adequate supplies of PPE are available. Included in site reopening risk assessment. Colleagues advised on the correct use of PPE.	



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General				
1	Communicating expectations	M	Divisional Managing Directors provided with a guidance document confirming expectations from their business units relating to risk assessments, including dynamic in the field assessments, when visiting properties.	
2	Managing expectations to minimise risk.	M	Conditions under which the appointment is being conducted are communicated at the time of booking (pre-inspection check). Ascertain as much information as possible with regards to location of utility supplies etc., prior to arrival at the property.	
3	Travel	H	Providing transport for customers prohibited. Training and guidance in place.	
4	Refreshments	M	Do not accept offers of refreshment such as tea, coffee or water. Training and guidance in place.	
Social Distancing				
5	Difficulty in maintaining social distancing as a result of the number of persons at the property.	M	Ascertain which lenders may accept virtual surveys, eliminating face to face contact and property visit. This would depend heavily on loan to value and type of survey required. There should be a maximum number of 2 persons from the same household present at the property/site. Training and guidance in place. Advise that the client or current occupant vacates the property during the appointment. Training and guidance in place. Loft inspections for level 1 survey's should only be carried out if there is a trail to follow. This limitation should be recorded on site notes. On arrival asses whether more than the permitted number of people are present (dynamic risk assessment). Training and guidance in place.	
Hygiene & Personal Protection Equipment				
6	Surface hygiene	M	All surfaces at the property should be wiped down using disinfectant wipes/sprays prior to each appointment. Doors should be open to avoid touching and windows open, where possible, to ensure good ventilation.	
7	Personal hygiene	M	Sanitise hands prior to entering and exiting property. Promote regular use of hand sanitiser. Ensure adequate supplies of personal sanitiser is available. Ensure adequate time between appointments to maintain personal hygiene. PPE should be used when interacting with customers as required based on gov't. guidelines. Ensure that adequate supplies of PPE are available. Included in site reopening risk assessment. Colleagues advised on the correct use of PPE.	