

COVID-19 GUIDANCE AND RISK ASSESSMENT

TO ALL STAFF AND DIRECTORS

Date of issue

6th July 2020 (version 6)

Next Review

15th July 2020 or earlier in accordance with Government Guidance

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2. Summary

- The guidance and risk assessment will be reviewed on an ongoing basis and in line with Government guidance.
- This guidance note should be read in conjunction with the Risk Assessment in Appendix 1.
- The guidance note is intended to help directors and staff understand the steps required to working safely during coronavirus (COVID-19).
- The objective of the guidance and risk assessment is to reduce the risk to the lowest reasonably practical level by taking preventative measures.
- The risk assessment has been prepared in line with Government advice and follows the “five steps to working safely” which are summarised in Section 3.
- There is a guidance note in Appendix 2 to explain what happens when anyone develops COVID-19 symptoms at work.

3. 5 Steps to Working Safely

The Government have identified 5 steps to working safely. These are practical actions for businesses to take based on 5 main steps.

1. Carry out a COVID-19 risk assessment

Before restarting work you should ensure the safety of the workplace by:

- carrying out a risk assessment in line with the HSE guidance
- consulting with your workers or trade unions
- sharing the results of the risk assessment with your workforce and on your website

2. Develop cleaning, handwashing and hygiene procedures

You should increase the frequency of handwashing and surface cleaning by:

- encouraging people to follow the guidance on hand washing and hygiene
- providing hand sanitiser around the workplace, in addition to washrooms
- frequently cleaning and disinfecting objects and surfaces that are touched regularly
- enhancing cleaning for busy areas
- setting clear use and cleaning guidance for toilets
- providing hand drying facilities – either paper towels or electrical dryers

3. Help people to work from home

You should take all reasonable steps to help people work from home by:

- discussing home working arrangements
- ensuring they have the right equipment, for example remote access to work systems
- including them in all necessary communications
- looking after their physical and mental wellbeing

4. Maintain 2m social distancing, where possible

Where possible, you should maintain 2m between people by:

- putting up signs to remind workers and visitors of social distancing guidance
- avoiding sharing workstations
- using floor tape or paint to mark areas to help people keep to a 2m distance
- arranging one-way traffic through the workplace if possible
- switching to seeing visitors by appointment only if possible

5. Where people cannot be 2m apart, manage transmission risk

Where it's not possible for people to be 2m apart, you should do everything practical to manage the transmission risk by:

considering whether an activity needs to continue for the business to operate

keeping the activity time involved as short as possible

using screens or barriers to separate people from each other

using back-to-back or side-to-side working whenever possible

staggering arrival and departure times

reducing the number of people each person has contact with by using 'fixed teams or partnering'

4. Personal Protective Equipment (PPE) and face coverings

The Government guidance is that businesses should, where possible, manage COVID-19 risk by working from home, maintaining high standards of personal and workplace hygiene and implementing social distancing where possible. The guidance is that when managing the risk of COVID-19, additional PPE beyond what you usually wear is not beneficial.

Workplaces have been advised not to encourage the precautionary use of extra PPE to protect against COVID-19 except in clinical settings or when responding to a suspected or confirmed case of COVID-19.

The risk assessment that follows will identify where there is a role for PPE in providing additional protection and this PPE equipment will be provided free of charge.

With regard to face coverings, the guidance suggests that there are some situations where wearing a face covering may be marginally beneficial as a precautionary measure. It is important to make it clear that face coverings are not a replacement for the other ways of managing risks that have been mentioned earlier and as outlined in the risk assessment. Again, the risk assessment will identify where face coverings might be beneficial and will be provided to staff in these circumstances. If anyone chooses to wear a face covering then this will be supported by the business but in these circumstances it is important that staff follow the specific guidance on face coverings which includes washing hands regularly and before and after putting on face coverings, avoid touching your face, changing your face covering if it becomes damp or if you touched it, dispose of face coverings safely and continue to practice social distancing where possible.

5. Stay at Home Guidance

The risk assessment refers to the Stay at Home Guidance.

The most common symptoms of COVID-19 are recent onset of any of the following:

- A new continuous cough
- A high temperature
- A loss of, or change in, your normal sense of taste and smell (anosmia)

For most people, COVID-19 will be a mild illness. However, if you have any of the symptoms above you should self-isolate at home.

All directors and staff should read and be familiar with the guidance and in particular the main messages on page 3 of the guidance.

The detailed guidance can be found at:

<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection#contents>

6. Further Information

Further information is available at:

<https://www.gov.uk/coronavirus>

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

Links to a selection of useful guidance notes are provided below:

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/5-steps-to-working-safely>

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres>

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/shops-and-branches>

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/homes>

<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection#contents>

Professional Guidance from the RICS and RTPI

<https://www.rics.org/uk/news-insight/latest-news/coronavirus-and-rics-events/guidance-for-professionals/>

<https://www.rtpi.org.uk/news/coronavirus-hub/>

7. Review and Comments

If you have any concerns or comments please contact:

Sam Snart on 01233 506249 or sam.snart@hobbsparker.co.uk

This guidance will be under continual review and updated in line with Government Policy.

Date of issue: 6th July 2020

A handwritten signature in black ink, appearing to read 'Sam Snart', is written over a light-colored rectangular background.

Prepared by Sam Snart

Director

For and on behalf of Hobbs Parker Auctioneers LLP, Hobbs Parker Car Auctions LLP, Hobbs Parker Property Consultants LLP, Hobbs Parker Ventures Limited, Hobbs Parker 1850 LLP, Kendall Richardson LLP

8. Appendix 1 – RISK ASSESSMENT

Hobbs Parker Auctioneers LLP, Hobbs Parker Car Auctions LLP, Hobbs Parker Property Consultants LLP, Hobbs Parker Ventures Limited, Hobbs Parker 1850 LLP, Kendall Richardson LLP RISK ASSESSMENT: COVID 19 COMPLETED BY: SS ASSESSMENT DATE: 28th May 2020 REVIEW DATE: Daily						
Colum 4 Key:	HIGH	High risk of serious injury possibly life threatening or permanent. Do not progress until controls implemented.	MEDIUM	Medium risk of moderate injury. Maximum effort must be made to reduce risk further to enable LOW / Green ranking	LOW	Normal risk of slight injury. Continue to monitor
1. HAZARDS / WHO COULD BE HARMED / HOW	2. EXISTING CONTROL MEASURES	3. PROPOSED ADDITIONAL ACTIONS	4. RISK LEVEL	5. ACTION / OWNER	6. ACTION COMPLETE	
Going to Work – All – increased risk of transmission	<ul style="list-style-type: none"> Everyone should work from home wherever possible. Provide equipment for Workers to work from home safely and effectively. Keeping in touch with off-site Workers on their working arrangements including their welfare, mental and physical health and personal security. 	<ul style="list-style-type: none"> Where activities cannot be undertaken from home, consider who is essential to be on the premises. Plan for the minimum number of people needed on site to operate safely and effectively. 	HIGH	MDs to action.	Working from Home wef 23.03.2020 Email/WhatsApp used for regular COVID updates.	
Protecting vulnerable people	<ul style="list-style-type: none"> Workers who are deemed extremely clinically vulnerable to work from home. Workers clinically vulnerable to work from home if alternative role cannot be identified and if stringent social distancing cannot be implemented. Workers showing symptoms of the virus must follow the stay at home guidelines. Attempt to follow NHS AND GOV.UK guidance at all times regarding stay at home, distancing and hygiene. 		HIGH	MDs to action.	Working from Home wef 23.03.2020	

Transmission through close contact with direct transmission (coughing and sneezing)	<ul style="list-style-type: none"> Workers to work from home where possible. Workers to increase the frequency of handwashing. Anyone who is unwell with COVID-19 symptoms do not come to the workplace. Social distancing rules adhered to where possible and appropriate. 	<ul style="list-style-type: none"> Workers to follow the Catch it, Bin it and Kill it routine of good respiratory hygiene. Tissues to be provided. Provide more sanitation products. Improve/review ventilation in offices. 		Checks by MDs to ensure that necessary procedures are being followed. All Directors and Staff to comply.	Tissues available in office. Additional sanitation supplies ordered 05.06.20
Social distancing protocol is not adhered to	<ul style="list-style-type: none"> Social Distancing - Reducing the number of persons in any work area to comply with the 2-metre (6.5 foot) gap recommended by the Public Health Agency https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people Conference calls to be used instead of face to face meetings. Anyone in the building who develops symptoms during the day to return home and to follow stay at home guidance. 	<ul style="list-style-type: none"> Workers to be reminded on a daily basis of the importance of social distancing both in the workplace and outside of it. Management checks to ensure this is adhered to. Take steps to review work schedules including start & finish times/shift patterns, working from home etc. to reduce number of workers on site at any one time. Also relocating workers to other tasks. Redesigning processes to allow social distancing where possible. Social distancing also to be adhered to in communal areas. Where social distancing guidelines cannot be followed in full in relation to a particular activity, consider whether that activity needs to continue, and, if so, take all mitigation actions possible to reduce the risk of transmission. 	HIGH	MDs to undertake checks to ensure this is being adhered to. All Directors and Staff to comply.	Working from Home wef 23.03.2020 Specific processes and systems in place for Auctioneers and Car Auctions

<p>Risk of transmission through Workers and customers and others entering the office building / Ashford Market</p>	<ul style="list-style-type: none"> Workers to work from home where possible. Maintain social distancing wherever possible, on arrival and departure and to enable handwashing upon arrival. Workers with symptoms follow the stay at home guidance and to be tested prior to returning to the work place. No visitors to enter the internal office areas other than essential contractors and prior appointments. No visitors or vendors to enter the livestock market facilities. Buyers only allowed in livestock building. Appropriate signage on main entry points. 	<ul style="list-style-type: none"> Hand washing/sanitising facilities to be provided in offices/rooms and entry points. Regular cleaning of premises. 	<p>HIGH</p>	<p>Checks by MDs to ensure that necessary procedures are being followed.</p> <p>All Directors and Staff to comply.</p>	<p>Additional supplies of sanitiser ordered 05.06.2020</p> <p>New Livestock operating conditions (Drop and Go) wef 23.03.2020</p>
<p>Risk of transmission from moving around Ashford Market</p>	<ul style="list-style-type: none"> To maintain social distancing as far as possible while at the office / Ashford market. Face to face employee – customer meetings avoided. 	<ul style="list-style-type: none"> Reduce movements by discouraging non-essential trips within the buildings and on site. Provide signage to remind both Workers and customers. Limit occupancy of lift to one person and provide signage. Workers to report any issues to MD. Hand washing/sanitising facilities provided in offices/rooms. Where social distancing guidelines cannot be followed in full in relation to a particular activity, consider whether that activity need to continue, and, if so, take all mitigation actions possible to reduce the risk of transmission. Improve ventilation in offices. 	<p>HIGH</p>	<p>Checks by MDs to ensure that necessary procedures are being followed.</p> <p>All Directors and Staff to comply.</p>	<p>Additional supplies of sanitiser ordered 05.06.2020</p> <p>Specific processes and systems in place for Auctioneers and Car Auctions</p>

<p>Risk of transmission in workplace / work station</p>	<ul style="list-style-type: none"> Workers to work from home where possible. Maintain social distancing wherever possible, on arrival and departure and to enable handwashing upon arrival. Hand washing/sanitising facilities to be provided. Stringent hand washing taking place. See hand washing guidance. https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/ Drying of hands with disposable paper towels. 	<ul style="list-style-type: none"> Regular cleaning of premises. Work stations assigned to an individual where possible. Where social distancing guidelines cannot be followed in full in relation to a particular activity, consider whether that activity need to continue, and, if so, take all mitigation actions possible to reduce the risk of transmission. Review office and working arrangements (layout of desks, customer facing areas, etc.) to minimise face to face contact and maintain social distancing where possible. Consider using back-to-back or side-to-side working. Reduce the number of people each person has contact with by using “fixed teams or partnering” so each person works with a few others. If people must work face-to-face for a sustained period with more than a small group of fixed partners and assess whether the activity can safely go ahead. Consider using screens between desks and sale rostrum. Workers to be reminded on a regular basis to wash their hands for 20 seconds with water and soap and the importance of proper drying with disposable towels. Also reminded to catch coughs and sneezes in tissues – 	<p>HIGH</p>	<p>Checks by MDs to ensure that necessary procedures are being followed.</p> <p>All Directors and Staff to comply.</p>	<p>Working from Home wef 23.03.2020</p> <p>Hand sanitiser available at busy points</p> <p>Specific processes and systems in place for Auctioneers and Car Auctions</p> <p>Screen in place on sale rostrum</p> <p>Tissues available.</p>
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		<p>Follow Catch it, Bin it, Kill it and to avoid touching face, eyes, nose or mouth with unclean hands. Tissues will be made available.</p> <ul style="list-style-type: none"> • Provide regular reminders and signage to maintain hygiene standards. • Frequently cleaning and disinfecting objects and surfaces that are touched regularly particularly in areas of high use such as door handles, light switches, photocopiers, touch based security panel, reception area using appropriate cleaning products and methods. • Sanitising gel to be provided in offices/rooms and next to all printers and photocopies. • Doors (not fire doors) kept open. • Avoid interaction with other Hobbs Parker teams where possible and avoid entering other teams' offices. • Improve/review ventilation in offices. Review settings on air conditioning system. 			<p>PM undertaking regular cleaning and disinfecting of objects touched regularly</p> <p>Additional supplies ordered Doors (not fire doors) kept open</p>
Transmission at meetings	<ul style="list-style-type: none"> • Avoid face to face meetings with Workers and customers and maintain social distancing to reduce transmission. 	<ul style="list-style-type: none"> • Use remote working tools to avoid in person meetings (Zoom, Microsoft Teams). • Only absolutely necessary participants should attend meetings and they should maintain 2m separation throughout. 	HIGH	Checks by MDs to ensure that necessary procedures are being followed.	Actioned from start of lockdown

		<ul style="list-style-type: none"> • Provide hand sanitiser in meetings. • Hold meetings outdoors or in well-ventilated rooms. 		All Directors and Staff to comply.	
Transmission in Common Areas (Kitchen, toilets)	<ul style="list-style-type: none"> • Maintain social distancing while using common areas. 	<ul style="list-style-type: none"> • Consider staggered break times. • Use safe outside areas for breaks. • Limit one person to Kitchen at any one time. • Doors to communal areas of toilets kept open. 	HIGH	Checks by MDs to ensure that necessary procedures are being followed. All Directors and Staff to comply.	
Accidents, security and other incidents in the workplace	<ul style="list-style-type: none"> • Prioritise safety during COVID-19. • In an emergency, for example, an accident, provision of first aid, fire or break-in, people do not have to stay 2m apart if it is unsafe. • First Aiders should wash hands and sanitise immediately afterwards. 	<ul style="list-style-type: none"> • PPE to be available where required. 	HIGH	MDs to arrange PPE supplies	PPE supplies available in the office.
Transmission from clients visiting Ashford Livestock Market	<ul style="list-style-type: none"> • Minimise the contact with others resulting from visits to Ashford Market 	<ul style="list-style-type: none"> • Use signage and communication to encourage customers to follow 2m social distancing within the livestock market. • Limit the number of customers (buyers) in the sales ring. Use appropriate floor markings and signage. • Encourage customers to use hand sanitiser or handwashing facilities as they enter the premises. 	HIGH	Checks by MD to ensure that necessary procedures are being followed. All Directors and Staff to comply.	Social distancing signage erected. Communicated in sales report. Floor markings and tape used in sales ring. Drop and Go Policy introduced from 23.03.2020
Risk of Workers and customers not		<ul style="list-style-type: none"> • Make sure people understand what they need to do to maintain safety 	HIGH	MDs to ensure message is	Ongoing. Communicated

understanding the guidance - Providing and explaining available guidance		<p>by providing clear guidance using signs and visual aids.</p> <ul style="list-style-type: none"> • Provide written communication of the latest guidelines to workers and customers inside the work place. 		clearly communicate to all staff.	via email, website and WhatsApp.
Employee becomes symptomatic whilst at work	<ul style="list-style-type: none"> • Employee who develops symptoms (new continuous cough or a high temperature) to immediately return home and follow the stay at home guidance. 	<ul style="list-style-type: none"> • MDs will offer support and maintain regular contact. • Enable workers to work from home whilst self-isolating. • PPE available to cover urgent requirements. • Call 999 if symptoms are such that life appears at risk. 	HIGH	MDs to action.	Separate guidance circulated 05.06.2020
Employee has been in “close contact” with a symptomatic person	<ul style="list-style-type: none"> • Employee to follow the stay at home guidance. 	<ul style="list-style-type: none"> • MD will offer support and maintain regular contact. • Enable workers to work from home whilst self-isolating. • All those in “close contact” of infected person to follow stay at home guidance until tested and if person tests positive, to follow the stay at home guidance. 	HIGH	MDs to action.	Separate guidance circulated 05.06.2020
Contact with confirmed case of COVID-19	<ul style="list-style-type: none"> • If an Employee has had “close contact” with a confirmed COVID-19 case they are to immediately return home and follow the stay at home guidance. • Employee to be tested. • If advised that an Employee or member of public has developed Covid-19 and were recently on our premises (including where an Employee has visited other work place premises such as domestic premises), the MD will identify people who have been in “close 	<ul style="list-style-type: none"> • MDs will offer support and maintain regular contact. • Enable workers to work from home whilst self-isolating. • All those in “close contact” of infected person to follow stay at home guidance until tested and if person tests positive, to follow the stay at home guidance. • Follow specific guidance on cleaning following a known or suspected case of COVID-19. 	HIGH	MDs to action.	Separate guidance circulated 05.06.2020

	contact” with them and will take advice on any actions or precautions that should be taken. MDs can contact the Public Health Authority to discuss the case if necessary.				
Transmission visiting other people’s Homes, Buildings and land through site visits and meetings	<ul style="list-style-type: none"> • Avoid visiting customer’s homes and consider alternative methods of communication (telephone, digital or remote alternative) where possible. • Maintain social distancing wherever possible, on arrival and departure. 	<ul style="list-style-type: none"> • Consider digital or remote alternative to physical in-home work where possible. • Follow the Property Inspection Checklist and Guidance for all Property Visits. • Discuss working environments and practices with householders in advance of the physical visit. • Recognise householders who might be at higher risk or occupants who have symptoms and are self-isolating. • Ask that households leave all internal doors open to minimise contact with door handles. • Limit property inspections to one person wherever possible. • PPE should only be considered where higher risks are identified and social distancing cannot be maintained. • Face coverings to be considered to reduce the risk in homes where you encounter enclosed spaces. • Sanitation gel to be used before and after visits to homes. • Ensure compliance with existing Health and Safety Measures. If visiting sites alone, record the date, time, and address of the site in Outlook Diary 	HIGH	MDs to action. All Directors and Staff to comply.	Effective from lock down.

		along with contact telephone number. Communicate to another member of the team upon your return, or by the end of the day.			
Risk of Transmission through Workers and Customers using the Stock Pot Take Away Service	<ul style="list-style-type: none"> Workers to maintain social distancing, wear face masks where necessary and increase the frequency of handwashing. Customers to maintain social distancing and sanitise hands on entering the building. 	<ul style="list-style-type: none"> Plan for a minimum number of workers required to work safely. Tables used to maintain safe distance between workers and customers. Floor markings to maintain social distancing. Sanitising gel provided for workers and customers. Frequently cleaning and disinfecting surfaces. Take away service only. Use of disposable condiments. Adequate signage with instructions. Suitable and adequate waste bins. Kitchen area limited to café workers only. Goods to be delivered to agreed check point. 		<p>Manager / MDs to implement.</p> <p>All Directors and Staff to comply.</p>	

9. Appendix 2 – Guidance in the event that anyone develops Coronavirus (COVID-19) symptoms at work

If anyone (member of staff or customer) develops COVID-19 symptoms whilst at the workplace, the individual must return home and follow the stay at home guidance (self-isolate).

You must self-isolate if:

you have any symptoms of coronavirus (a high temperature, a new, continuous cough or a loss or change to your sense of smell or taste)

you're waiting for a coronavirus test result

you've tested positive for coronavirus – this means you have coronavirus

you live with someone who has symptoms, is waiting for a test result or has tested positive

How long to self-isolate

If you have symptoms of coronavirus, you'll usually need to self-isolate for at least 7 days.

If you live with someone who has symptoms, you'll usually need to self-isolate for 14 days.

There is separate advice if you're told by NHS Test and Trace that you've been in contact with a person with coronavirus.

If you are self-isolating, you must not leave your home and you cannot go to work.

What will we tell people?

We will tell people if we suspect that they have been in close contact with a symptomatic person within the past 48 hours.

Examples of close contact include:

close face to face contact (under 1 metre) for any length of time – including talking to them or coughing on them

being within 1 to 2 metres of each other for more than 15 minutes – including travelling in a small vehicle

spending lots of time in your home, such as cleaning it

These contacted people do not need to self-isolate unless they're contacted by the NHS Test and Trace service or develop symptoms. But they should take extra care to follow social distancing advice, including washing their hands often.

In England, you'll be contacted by the NHS Test and Trace service if you test positive for COVID-19. They will ask you where you have been recently and who you've been in close contact with.

If anyone gets any coronavirus symptoms, they should seek advice from the NHS 111 online coronavirus service.
