

HLSLLP t/as Right Click Finance

Risk assessment COVID -19

In line with Government policy Right Click has carried out risk assessments on all branches which have opened and provide below guidance on areas relevant to our industry. This covers mortgage applications and appointments. We believe that following the guidance identified below Right Click is fulfilling the objective to reduce risk to the lowest possible level by taking all reasonable and workable preventative measures.

In branch guidance:

Hand washing facilities will be available and all staff to be encouraged to regularly wash hands, specifically on entering the office and before leaving. Signs will be posted to encourage staff and customers about the need for social distancing and regular hand washing.

The general public and staff / brokers working in public facing areas are currently required by law to wear face coverings on entering Estate Agencies, Auction houses and Letting agencies and must keep it on until they leave unless they are exempt or have a reasonable excuse. If a member of the public or contractor is in the office for an appointment, we must ask that they wear a face covering at all times unless exempt. All staff and brokers in the same office area must also wear a face covering for the duration of the visit.

When the office is closed to the general public, or in areas that are not open to the public, we encourage staff/ brokers to continue to wear face coverings although this is not legally required while branches have a locked door, appointment only policy.

The company understands the importance of mental wellbeing during this period of uncertainty and will aim to keep in touch with staff and provide updates to staff..

The company actively encourages employees to discuss with their manager, or a senior manager, any concerns they have regarding their safety or wellbeing.

Weekly cleaning to be scheduled.

Cleaning materials to be provided so work surfaces can be wiped down at start and end of each day, and when required. Staff to regularly clean their own work space & equipment, managers to ensure communal areas are wiped down twice a day.

With reduced staffing, social distancing guidelines of keeping 2m apart in branch is feasible. Staff will have their own desk space which will not be shared and desks will be 2 meters apart. Controlled access to communal areas will again allow for social distancing with staggered lunch breaks. If staggered start times are required, these will be implemented.

Branches will remain locked and customers will only be allowed in to branch on an appointment only basis having confirmed that they are not showing any symptoms of the virus and have not been asked to self-isolate. Appointments will only be made if phone or email communication is not feasible. If appointments are face to face, both broker and client must wear a face covering unless exempt and use protective screens.

In line with Govt guidance we have reviewed the feasibility of enabling staff to work from home but being a service company operating out of branches which are open to customers there is limited scope for allowing staff to work from home. All staff who are in work or on appointments must comply with Govt guidance and if showing any symptoms or have been asked to self-isolate must

stay at home and notify their manager as soon as possible. Anyone who is required to self-isolate will be supported as much as possible to be able to work from home. If an employee shows symptoms, the office will temporarily close until a deep clean has been carried out.

If documents are required to be signed or copied this should, where possible be done remotely by e-signature, scanning etc During this time ID checks should be done on-line if ID cannot be checked safely.