

COVID-19 'RETURN TO SITE' RISK MANAGEMENT – JULY 2020

COVID-19 GOVERNANCE FRAMEWORK INCLUDING SITE RISK ASSESSMENTS:

LSL Property Services plc (LSL) has developed a specific COVID-19 governance framework for the LSL Property Services plc group companies (including PRIMIS Mortgage Network) reflecting the paramount importance of ensuring the safety of employees, customers and other stakeholders during the COVID-19 pandemic. The development of the COVID-19 governance framework has involved the following key steps:

- Governance checklists were implemented for sign-off at operating division level (i.e. estate agency, surveying and financial services) to provide assurance that robust practices were adopted for delivery of: risk management; policy requirements (taking into account relevant government guidance material); employee communication and training; engagement with customers and other stakeholders; and ongoing monitoring of compliance with required standards.
- Checklists were developed and rolled out to assist LSL Property Services plc group companies and business units with the identification of risks and responses under the following 'return to work' scenarios: office re-openings; branch re-openings and working in other peoples' homes.
- Prior to any significant return of staff to LSL premises (including PRIMIS Mortgage Network sites), individual site risk assessment exercises have been performed in accordance with relevant government guidance (eg. <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19>). Please see below for further information in relation to the outputs and results of those risk assessments.
- Project teams and working groups were established to identify and deliver the requirements of the COVID-19 governance framework including working with existing LSL governance structures (eg. H&S forums) and other relevant parties (eg. landlords and trade bodies).
- Daily tracking of COVID-19 regulatory updates.

MAIN OUTPUTS AND RESULTS OF SITE RISK ASSESSMENTS:

Following completion of the site risk assessments (including head office, back office and branch sites) the following summarises the key outcomes and results:

- No significant return to work at LSL sites is permitted until satisfactory completion of the relevant risk assessments and subsequent completion of any identified required actions.
- The risk assessment process has not been a one off exercise and is regularly conducted for each site to monitor ongoing compliance with controls to ensure expected standards are maintained.
- Social distancing measures have been successfully implemented at all occupied sites. This includes customer contact protocols, re-configuring office spaces and new protocols in relation to the use of site facilities (eg. kitchens, toilet facilities and shared communal spaces).

- Hygiene and cleaning measures have been reviewed and updated in line with guidance and evolving practice. These updates include increased frequency of cleaning, availability of hand sanitiser, provision of PPE and direct engagement with property landlords.
- Employee guidance notes and training have been developed and are shared with all staff prior to their return to site. The guidance to staff covers the following topics:
 - Use of access points, corridors, stairwells, lifts, kitchens, toilets and workstations
 - Eating and drinking on site
 - Identification and response to staff with symptoms
 - Commuting to/from site
 - Raising an issue, including escalation options
- The brands have undertaken other employee engagement activities, including H&S committee representation and sharing of risk management practices via relevant websites, intranets and LSL's internal HR system.
- We continue to promote remote working from home where possible including providing staff with reliable and secure remote working IT connectivity solutions.
- We have updated our working practices in order to limit face-to-face contact with customers, homeowners and suppliers where possible. This has included increasing the use of phone contact and virtual / on-line processes. Where face-to-face contact continues to be required we have provided advice to our employees which includes advice to be provided to our customers and suppliers for face-to-face contact.