This assessment has been developed mindful of HM Government guidance: Working safely during COVID-19 (Published issue 11 May 2020 and updated 17th July) in;

- Offices and contact centres,
- Visitor economy,
- Restaurant, pubs, bars and take ways

together with IET’s ongoing risk assessment approach. It is based on the Government COVID-19 threat level of 3.

It should be read in conjunction with Austin Court Risk Assessment Interim June 2020 V2 AC and Back to Work Rules and the Lone Working Policy

### 1. Sales/Client Visits

<table>
<thead>
<tr>
<th>Hazard / risk</th>
<th>Issue</th>
<th>Who at risk</th>
<th>Controls/ mitigations</th>
<th>Additional actions</th>
<th>Who and when</th>
<th>Done</th>
</tr>
</thead>
</table>
| Exposure to COVID-19 virus             | Site visits | Visitors and Staff | • Virtual show rounds via google fly through or venue video and/or web site photography should be offered rather than physical show round.  
• Hold Meetings via a digital platform such as Zoom or Microsoft Teams  
• The next stage in the enquiry or firming up room set ups with client and contractor may involve show rounds  
• Maximum of 1 site visit at any time  
• Maximum of 1 staff member and 2 visitors per site visit  
• All appointments must be booked. No ad hoc visits are available | A virtual ‘Fly Through’ video is available and will be offered prior to an actual visit | |
• Face coverings are now mandatory for all visitors as per Govt guidelines on 31st July 2020
• IET Staff will wear a face covering during the visit.
• If Guests need to dispose of PPE on arrival, there is a specific bin in reception.
• If the face covering is reusable guests should bring a suitable bag with them and store it in the bag
• Where possible sales contact to be ready & waiting in the Courtyard for guest arrival to minimise time spent in reception.
• Guests to be made aware there are no cloakroom facilities.
• Where possible Boulton room to be used as a waiting room for site visit guests. To include hand sanitiser station
• Guests to be made aware that Boulton/Faraday toilets available for Handwashing
• Pre arrival confirmation sent to client with details of the following;
  • Where to wait for sales contact
  • Copy of RA for the venue – Receipt should be confirmed
  • How to access the building
  • Plan of how to navigate around the venue
  • All guests to sign (via email) saying they have not knowingly had the virus or symptoms or been in touch with anyone with symptoms in previous 14 days
• Sales contact to walk route prior to visitor arrival & open all relevant doors including balcony doors were applicable
• If a ‘sit-down meeting’ is required Physical Distancing must be considered
• There will be a designated room with the small Nespresso machine setup with sanitiser wipes in the Members Business Centre.
• PPE will be worn during the post meeting cleaning
• No handshake or physical contact on arrival or departure.
- Any exchange of collateral should be done electronically
- Site visit to follow venue one-way system and physical distance requirements through the building
- Stairs to be used instead of lifts if possible
- Sales contact to carry sanitiser wipes
- Reception and Ops to be made aware of all appointments
- The intended route should be planned and circulated
- Names and contact details should be recorded for all visitors to enable Track and Trace

Reference documents and Version Control

(1) https://assets.publishing.service.gov.uk/media/5eb97e7686650c278d4496ea/working-safely-during-covid-19-offices-contact-centres-110520.pdf

(6) Version Control

(7) All released versions of this risk assessment require approval by IET’s COVID-19 Gold Contingency management group after consultation with the Health & Safety Committee of the IET

<table>
<thead>
<tr>
<th>Version number</th>
<th>Issued by &amp; date</th>
<th>Comments</th>
<th>Approved by</th>
<th>Release date</th>
</tr>
</thead>
<tbody>
<tr>
<td>V1.0 Sales</td>
<td>Angie Devi 24/07/2020</td>
<td>Initial draft developed based on Government guidance in relation to offices and contact centres, visitor economy for review by H&amp;SC and COVID Gold team. The V1.0 Sales will work along Austin Court Interim Risk Assessment June 2020 V2.</td>
<td>To be approved by GOLD Team on Friday 24th July and then reviewed by H&amp;SC, comments feedback, not for release</td>
<td>N/a</td>
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<tr>
<td>V2 Sales</td>
<td>Akmal Shahzad 03.08.2020</td>
<td>Face covering is now mandatory as per Govt advice on 31st July 2020. <a href="https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own">https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own</a></td>
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