

LETTING AND PROPERTY MANAGEMENT SERVICES PORTFOLIO



DO YOU HAVE PROPER POLICIES IN PLACE TO PROTECT YOUR PROPERTY BUSINESS?

- As a property manager or landlord, it is crucial to ensure your business is safe, inclusive and successful through proper workplace policies. We can provide you with a variety of sample policy templates, customisable to fit your specific needs.

ARE YOU PREPARED FOR THE RISKS THAT COULD OCCUR ON YOUR PROPERTY?

- Maintaining a safe, updated property and mitigating potential risks will help you prevent costly liability disputes from employees and residents. We will offer you a variety of industry-specific risk management resources for your property, including detailed checklists and cover overviews.

HOW DOES YOUR BROKER HELP YOU SUPPORT AND REINFORCE HEALTH AND SAFETY THROUGHOUT THE YEAR AT YOUR PROPERTY?

- From poor building maintenance practices to lack of awareness about building safety guidelines, it is easy for property managers to forget about health and safety until it's too late. We'll help you form a dedicated health and safety programme that will work to keep safety in the spotlight at your property. We'll also provide you with access to our ever-expanding library of safety resources, making it easy to provide additional guidance whenever it's needed.

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TABLE OF CONTENTS

General Employee Safety Manual	3
Emergency Action Plan Programme and Training Materials	5
Property Management Risk Insights: Protecting Unoccupied Property	7
Sample Policy: Closed Circuit Television (CCTV).....	8
Checklist: Property Move-in and Move-out Report.....	9
Cover Overview: Commercial Property Insurance.....	10
Property Management Playing it Safe: Property Management Safety	11
Property Management Safety Matters: The Dangers of Asbestos Inhalation	12

This employee safety manual is just a **SAMPLE** and needs to be edited and adapted. It is not exhaustive, nor is it a bespoke safety manual for your specific company. If you are planning to create, edit or adapt an employee safety manual, seek assistance from a recognised health and safety expert and/or the Health and Safety Executive.

TABLE OF CONTENTS	2
COMMITMENT TO SAFETY	3
SAFETY TRAINING	4
EMPLOYEE SAFETY RESPONSIBILITIES	5
RISK ASSESSMENTS	6
EMERGENCY CONTACT INFORMATION	7
GENERAL SAFETY RULES	8-13
EMERGENCY ACTION PLAN	14-15
HAZARDOUS SUBSTANCES AND COMMUNICATION	16
CONSIDERATIONS FOLLOWING A SERIOUS ACCIDENT	17
RETURN TO WORK PROGRAMME	18
OFFICE SAFETY	19
CLIENT VISITS	20
SEXUAL HARASSMENT POLICY	21
VEHICLE USE POLICY	22
EMPLOYEE ACKNOWLEDGEMENT FORM	23

Your Business.

Emergency Action Plan Programme and Training Materials

Effective Date:

Revision #:

WORKPLACE
**Health
& Safety**

Table of Contents

Emergency Action Plan Programme	2
Evacuation Maps and Locations	7
Employee Handout	11
Presentation Instructor Notes	12
Employee Quiz	14
Presentation Sign-in Log	16

NOTE: An Emergency Action Plan PowerPoint Presentation accompanies this document.

Prepared by:

Date:

Approved by:

Date:

The content of this programme is of general interest only and not intended to apply to specific circumstances. It does not purport to be a comprehensive analysis of all matters relevant to its subject matter. It does not address all potential compliance issues with UK, EU, or any other regulations. The content should not, therefore, be regarded as constituting legal advice and not be relied upon as such. It should not be used, adopted or modified without competent legal advice or legal opinion. In relation to any particular problem which they may have, readers are advised to seek specific advice. Further, the law may have changed since first publication and the reader is cautioned accordingly.

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Emergency Action Plan Programme

Effective Date:

Revision #:

Reference Standard

The Health and Safety at Work Act 1974 requires employers to ensure, as long as it is reasonably practicable, the health, safety and welfare of all employees at work. The Management of Health and Safety at Work Regulations 1999 requires employers to carry out risk assessments and set up procedures in case of serious and imminent danger and danger areas. For first aid procedures, review the First Aid Programme and Training Materials.

Be sure to comply with all other relevant Acts and Regulations that may apply to your organisation.

Purpose

This procedure establishes minimum procedures for responding to various emergencies in our facility.

Scope

This procedure applies to all of our company employees, all contractors and vendors performing work on company property, and all other individuals who are visiting or have business with our company.

Responsibilities

Management is responsible for plan development and periodic review of this plan. Management is also responsible for appropriate employee training.

Management and supervisors are responsible for enforcement of this programme.

Employees shall comply with all procedures outlined in this policy.

Contractors and vendors shall comply with all procedures outlined in this policy.

Definitions

Emergency Notification System: Method that is used by our facility to call outside emergency services (police, fire service).

Contractor: A non-company employee being paid to perform work in our facility.

Emergency: An unplanned event that could jeopardise the safety of people or property in our facility. An emergency can originate on our site or off-site—either can impact the people and property within our facility.

Emergency Coordinator: A staff member who is responsible for decision making during the initial phase of an emergency (generally this stage is defined by: Discovery, activating the alarm, evacuation, employee accounting, initial response by off-site emergency services, etc). An Emergency Coordinator will be assigned whenever the facility is operating.

Evacuation Location: The location that employees, visitors and contractors report to following an evacuation.

Vendor: A non-company employee being paid to perform a service in our facility.

Visitor/Contractor Log: A written log maintained at the entrance for visitors, contractors and vendors. Each non-employee is required to sign-in upon entering our facility and sign-out when leaving.

Protecting Unoccupied Property

In a time when redundancies and repossessions are widespread, your firm may be forced to manage unoccupied property. The insurance risks and liabilities associated with owning unoccupied property can be extensive, and to ensure you are adequately protected, it is important to know these risks. In addition to purchasing comprehensive insurance cover, there are numerous preventive strategies for maintaining unoccupied properties to reduce risk and liability.

Potential Risks

First, unoccupied buildings are an obvious target for theft, trespassing and vandalism. In addition to any loss or property damage that may occur, keep in mind that the owner of a property can be held liable for criminal activities or accidents that take place on the premises.

Unoccupied properties are also susceptible to damages such as fire, water damage, electrical explosions and mould. These incidents often occur in unoccupied buildings due to undetected issues, where someone in an occupied building may have recognised it.

There may also be environmental hazards that the owner needs to consider. Facilities that store chemicals or other pollutants should ensure that materials are securely stored—the owner may be held liable for any materials that contaminate nearby natural resources. Underground fuel tanks present serious challenges and thus should be frequently inspected as well.

Other Ways to Mitigate Risk

In addition to extending cover, there are some simple steps that owners of unoccupied property can take:

- **Prevent vandalism.** Maintain an 'occupied' appearance to the property—mow the lawn,

have post forwarded or picked up regularly, and install light timers and/or a security system.

- **Limit liability.** Make sure property is free from significant hazards that could cause injuries—this could include police officers, maintenance workers, fire fighters or even trespassers.

The insurance risks and liabilities associated with owning unoccupied property can be extensive.

- **Avoid damage.** Performing regular maintenance on the property can decrease the odds of damage. Make sure the heating system and chimney are cleaned and inspected regularly. Have the plumbing system winterised to prevent frozen pipes. Periodically inspect roof, insulation, attic, basement, gutters, and other areas of the house for any necessary repairs, mould, damage or other problems. Consider installing smoke detectors that are tied to a centrally monitored fire alarm system so the fire service will be notified in case of an alarm. Remove all access material and combustibles from in and around the building.

Insuring Residential Properties

Most insurance companies include a clause that a home or buildings policy will be void if a home or building is left unoccupied for more than 30 or 60 days (depending on the policy). This leaves the property owner financially vulnerable for all the risks previously noted. However, many insurance companies do offer unoccupied property insurance.

Closed Circuit Television (CCTV)

Location: **[INSERT LOCATION]**

Effective Date: **[INSERT DATE]**

Revision Number: **[INSERT #]**

Your Business.

PURPOSE

This policy establishes how Your Business. will install and regulate the use of closed circuit television (CCTV) cameras to monitor and record public areas for improved safety and loss control in a way that provides a reasonable respect for the privacy of both customers and employees.

After reading this policy, employees will understand:

- The goals of CCTV monitoring
- The responsibilities of the department in charge of CCTV monitoring
- The proper procedures for CCTV camera use

SCOPE

This policy applies to all employees who use CCTV equipment, as well as suppliers installing CCTV equipment, on Your Business. property.

POLICY GUIDELINES

General Principles

The purpose of CCTV monitoring is to:

- Deter criminal activity.
- Improve safety for employees, customers and any other lawful visitor on the premises.
- Protect the property of Your Business. and also any other party that may have been given rights to store their own property on the premises.
- Aid in the investigation of any criminal activity that may occur on the premises.
- Aid in the investigation of any employee misconduct that violates this or any other Your Business. policy.

Rules

- Any use of CCTV equipment for purposes other than those mentioned above is a misuse of company resources and is in violation of this policy.
- All CCTV monitoring will be conducted in an ethical, professional and legal way by only those employees trained and authorised to do so.
- All CCTV monitoring will be conducted in a way that does not intrude on an individual's reasonable expectation of privacy.
- All information obtained through CCTV monitoring shall be made available only to authorised Your Business. employees and applicable police organisations upon request.
- All CCTV monitoring will be conducted in compliance with all other existing Your Business. policies. This includes non-discrimination and sexual harassment policies.
- The sections in this policy that regulate procedures for the live monitoring of CCTV feeds do not in any way imply that Your Business. guarantees constant live monitoring.
- This policy shall be reviewed a year after it is first implemented to make sure it is appropriately addressing the needs of Your Business.. At this point, any necessary revisions will be made.

This SAMPLE policy is of general interest and is not intended to apply to specific circumstances. It does not purport to be a comprehensive analysis of all matters relevant to its subject matter. The content should not, therefore, be regarded as constituting legal advice and not be relied upon as such. In relation to any particular problem which they may have, readers are advised to seek specific advice. Further, the law may have changed since first publication and the reader is cautioned accordingly. © 2011-13 Zywave, Inc. All rights reserved.

CHECKLIST | PROPERTY MOVE-IN AND MOVE-OUT REPORT

Presented by Bayliss & Cooke Ltd

Move-in Date:	Move-out Date:
Tenant Name:	Property Address:
Inspector Signature:	Tenant Signature:

These premises are clean, sanitary and in good operating condition, unless otherwise noted below under 'Move-In Exceptions'.

LIVING ROOM, DINING ROOM AND HALLWAY

ITEM	MOVE-IN EXCEPTIONS	MOVE-OUT CONDITION	CHARGES
Walls, Ceiling			
Floor, Carpet			
Closets, Doors, Locks			
Lighting			
Curtains, Rods, Blinds			
Windows, Tracks, Screens			
Fireplace			

KITCHEN

ITEM	MOVE-IN EXCEPTIONS	MOVE-OUT CONDITION	CHARGES
Walls, Ceiling, Floor			
Counter Tops, Tile			
Cabinets, Closets			
Oven, Stove			
Hood, Fan, Lights			
Refrigerator			
Dishwasher			
Sink, Tap, Disposal			
Windows, Doors, Screens			

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Commercial Property Insurance

Your property is subject to many risks, including social and catastrophe perils, structural issues and even disputes with tenants. By purchasing a commercial property insurance policy, you can make sure that you are protected against these risks.

Insurable Perils

Basic commercial property insurance policies provide one of two basic levels of cover: all risks, and named or defined perils. All risks cover generally applies to all losses caused by perils that are not specifically excluded by the policy. Named or defined perils are enumerated in the policy and can include:

- Fire or smoke
- Explosion
- Lightning
- Floods
- Windstorms
- Hail
- Acts of terrorism
- Riots or civil commotions
- Theft
- Malicious damage
- Vehicles and aircraft
- Subsidence
- Accidental damage or loss

Make sure you know what perils are covered under your current policy, and what perils are excluded.

Buildings Insurance

Typical commercial property insurance includes cover for buildings on your property. Buildings insurance covers the cost of rebuilding or repairing buildings after loss due to the perils listed above. Items usually covered under buildings insurance include:

- Structure (walls, roof, floors, etc)
- Fixtures and fittings, such as kitchen units
- Outbuildings
- Gates and fences
- Car parks and garages
- Pipes and ducts
- Cables and wiring equipment

Property owners commonly insure their premises on a reinstatement basis, rather than on an indemnity basis. This means that instead of the insurance settlement having a deduction for wear and tear (indemnity basis), the settlement would allow you to repair or replace the covered buildings as new (reinstatement). The reinstatement cost is based on the sum insured value of the property—that is, the total cost to rebuild and repair. These costs are determined at the time of the loss, not when the insurance was actually purchased.



PLAYING IT SAFE

PROPERTY MANAGEMENT

Property Management Safety

Workplace hazard precautions

As a property manager or landlord, you have a responsibility to keep the property safe and orderly. However, there are also many hazards relating to your duties, including dealing with unruly people, contracting out or performing a wide variety of repairs and tasks, and facing countless unknown risks on each property.

Your safety is just as important as the tenants' safety. Consider these tips:

- Always watch out for your personal safety when dealing with the public. Sometimes people can become violent, angry or act unpredictably for no reason or over a seemingly minor issue. You may experience stress with someone else over lease agreements, parking zones or when dealing with complaints and disputes.
- When collecting rent or carrying large amounts of cash, always keep your eyes out for others. To be less vulnerable, make frequent trips to the bank during regular business hours. It is also wise to let someone else (spouse, significant other or close friend) know your daily routine in case you cannot be reached. This could indicate to

them that you are in danger and need assistance.

- Conduct frequent safety inspections to identify potential hazards, such as uneven pavement, puddles of oil or water in passageways or faulty door locks. Fix these problems immediately or hire someone to do so.
- Limit access to the property by installing locks on all entrances. Also install adequate lighting to deter intruders, especially in more desolate areas of the building. It is also wise to manicure the landscaping often so that there are clear views around the property.
- Communicate hazards with your tenants by placing signs on defective equipment or by restricting them from areas that are being repaired.
- Do not try to perform services that you are not properly trained on, such as electrical issues or plumbing repair. If you attempt to repair or replace something without expertise, you may unnecessarily hurt yourself and/or damage the property.

Be safe and healthy on-site at **Your Business.** with these helpful tips provided by **Bayliss & Cooke Ltd.**

Communicate Often with the Property Owner

If you are a property manager, it is your job to let the owner know when hazards become evident on the property. Always advise the owners of liabilities and risks, and follow up to make arrangements for any necessary corrective actions.

This flyer is for informational purposes only and is not intended as medical or legal advice.

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safety matters

Property Management

Toolbox Talks for Your Business.

From your safety partners at Bayliss & Cooke Ltd

The Dangers of Asbestos Inhalation

Even though most uses of asbestos have been banned, it can still be found in a variety of products, such as building materials. The Control of Asbestos Regulations 2012 creates procedures and requirements that apply to all work involving asbestos materials. While most of the requirements remain unchanged from the 2006 version, there are a few additional requirements for non-licensed work with asbestos, including notification, medical surveillance and record keeping. Employees need to follow all asbestos regulations because they can be exposed to this hazardous material in residential and commercial buildings, and during renovations and demolitions of properties.

The inhalation of asbestos fibres can cause serious damage to the lungs and other organs that may not appear until years after exposure. Asbestos fibres associated with these health risks are too small to be seen with the naked eye, and smokers are at a higher risk for developing asbestos-related diseases if exposed.

Avoid Asbestos Inhalation

The following tips are basic safety reminders for those who work near or with asbestos-containing materials:

- If you suspect that asbestos is present in area that is not designated as an asbestos workspace, leave the area immediately and tell your supervisor.
- Never enter an asbestos-regulated area unless you possess the proper clearance.
- If you are not wearing appropriate respiratory protection, do not enter an asbestos-regulated area.

- Do not eat, smoke, drink, chew gum or apply cosmetics in an asbestos-regulated area.
- Read and obey all warning signs displayed in asbestos regulated areas.
- When working with asbestos, keep the material wet and vacuum the dust using an approved HEPA vacuum. Immediately collect and close all waste in bags designed for asbestos.

Protect Yourself

- Always wear required protective clothing such as coveralls or similar full-body clothing, head coverings, gloves and foot coverings when working with asbestos. Face shields, goggles and other protective equipment are also necessary.
- Make sure you receive proper training and medical clearance if your work requires use of a respirator for asbestos protection. Use the correct type of respirator for the level of exposure.
- Follow all required hygiene and decontamination practices after working with asbestos.
- Leave your work clothes and shoes at work and wash them at work if they are not disposable. Family members of employees exposed to asbestos can get ill from asbestos taken home on an employee's clothing or shoes. If required, shower at work after working with asbestos.

Asbestos fibres are too small to be seen with the naked eye, and smokers are at an even higher risk for developing asbestos-related diseases if exposed.

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