

STANDARD OPERATING PROCEDURES

DURING COVID-19

POST 19TH JULY 2021 REVISED GUIDELINES



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| Pre-inspection preparation | <ul style="list-style-type: none">• Surveyors will continue to attempt to pre-arrange site visits via telephone and/or email and will not arrive on site without providing prior notice. |
| | <ul style="list-style-type: none">• Surveyors will always aim to avoid having to use public transport when travelling to site. Any staff having to use public transport will do so in a safe and responsible manner in line with the most recent Government guidelines. |
| | <ul style="list-style-type: none">• All of our site-based surveyors will continue to follow the updated Government guidelines regarding home isolations, etc. |

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| On site activities | <ul style="list-style-type: none">At all times whilst on site, surveyors will endeavour to maintain a safe and satisfactory distance from those they encounter on site. This begins upon arrival in the car park, during plot inspections and whilst navigating all areas of a site to the point of exit. |
| | <ul style="list-style-type: none">Surveyors will be encouraged to take face coverings with them for use on site. Whilst the majority of time will be spent in well-ventilated areas, often outdoors, in the instance a face covering is either requested to be worn, or when needed in overcrowded areas, our surveyors will be necessarily equipped. |
| | <ul style="list-style-type: none">Surveyors will ensure site visits are not prolonged unnecessarily within the realms of politeness and professional responsibility. Multiple areas of a site may need to be visited in a single visit, however this will be discussed during the confirmation of the site visit. |
| | <ul style="list-style-type: none">Surveyors are encouraged to limit group conversations on site unless absolutely required. |
| | <ul style="list-style-type: none">Surveyors will not use, share or offer the use of any equipment whilst on site. |
| | <ul style="list-style-type: none">Surveyors will not use, share or offer the use of any equipment that they bring onto site. |
| | <ul style="list-style-type: none">Surveyors are advised to take their own food with them during site visits. This food will not be consumed on site. If and when surveyors are using on-site facilities such as canteens, social areas, rest areas, changing facilities, shower rooms or any other enclosed areas during their visits, they will follow all specified guidelines that are in operation on a site by site basis (COVID-19 rules may vary depending on geographical differences). |
| | <ul style="list-style-type: none">Surveyors will be completing the sections of the site record book focussed on Defect Management, Risk Management and Plot Matrix Updates. Site attendance will be confirmed through the email distribution of the site inspection reports following a site visit which will detail what has been witnessed during that specific visit as per our current processes. |
| | <ul style="list-style-type: none">Surveyors, at any point during a site inspection, reserve the right to abandon the site visit if they feel their health and safety is at risk in line with current Covid-19 guidelines. In the event a site visit is abandoned, an Escalation Form will be completed, saved to the electronic file for that site and a copy shared with the site in question. It is the responsibility of a site receiving an Escalation Form to provide mitigating evidence to ensure the safety of a surveyor can be assured. Until such time, a site visit will not be attempted to be re-arranged. |
| | <ul style="list-style-type: none">All surveyors and site-attending staff will follow all guidance and guidelines required to ensure their site visit complies with COVID-19 measures implemented on any given site. |

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Every surveyor representing LABC Warranty have the full support of the company in taking necessary action if they feel either a site visit cannot be conducted at Site Preparation Stage or at Site Inspection Stage. The necessary documentation will be completed, escalated and shared with site, and until clear evidence of mitigating actions can be evidenced, future site visits will not resume.

These procedures have been written in line with the current:

- [Government social distancing guidelines](#)
- [CLC Site Operating Procedures reference document version 7 15th July 2021](#)
- [HBF \(Home Builders Federation\) Charter for safe working practice COVID-19](#)

Every care was taken to ensure information in this article was correct at the time of writing (July 2021). For the most up to date LABC Warranty technical guidance please refer to your risk management surveyor and the latest version of the [LABC Warranty Technical Manual](#).

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