

Health and Safety Policy

1. Policy Statement

At **Propertyline (includes Propertyline Letting Ltd and its subsidiaries)**, we are committed to ensuring, as far as is reasonably practicable, the health, safety, and welfare of our employees, clients, contractors, and visitors. We recognise our responsibilities under the **Health and Safety at Work etc. Act 1974** and associated legislation, and we are dedicated to maintaining a safe working environment both in our offices and while operating in clients' properties or on-site visits.

This policy outlines our approach to managing health and safety risks associated with our business operations in the lettings and estate agency sector.

2. Objectives

Our key objectives are to:

- Prevent accidents and work-related ill health
- Provide safe working environments, including office premises and property viewings
- Ensure all employees understand their health and safety responsibilities
- Provide adequate training, information, and supervision
- Maintain compliance with all relevant health and safety legislation

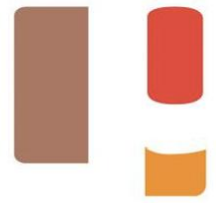
3. Responsibilities

Management Responsibilities:

- Ensure appropriate health and safety procedures are in place and followed
- Conduct risk assessments and implement necessary control measures
- Provide employees with training and PPE where required
- Investigate any accidents, incidents, or near-misses promptly

Employee Responsibilities:

- Take reasonable care of their own health and safety and that of others
- Follow safety instructions and procedures at all times
- Report hazards, accidents, or unsafe conditions to management
- Use equipment safely and as instructed



4. Office Safety

We are committed to:

- Maintaining clean and safe office premises
- Keeping walkways clear and free from hazards
- Ensuring electrical equipment is safe and regularly tested
- Providing access to first aid supplies and trained first aiders

5. Property Visits and Viewings

Health and safety procedures for staff conducting viewings or property visits include:

- Assessing risks prior to visiting unfamiliar properties
- Using a check-in/check-out system for lone working
- Carrying mobile phones and emergency contact details
- Being aware of any known hazards at the property (e.g. unsafe structures, animals, or ongoing maintenance work)
- Avoiding confrontational situations with clients or tenants

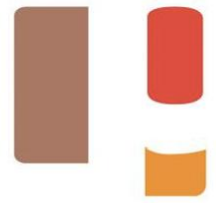
6. Fire Safety

We will:

- Maintain clear fire exits and signage in all office premises
- Conduct regular fire drills and provide fire extinguisher training
- Ensure all employees are familiar with the fire evacuation plan

7. First Aid and Incident Reporting

- A designated first aider will be available in the office
- All accidents, incidents, and near misses must be reported and recorded in the Accident Book
- Serious incidents will be reported to the Health and Safety Executive (HSE) where required



8. Training

All employees will receive:

- Health and safety induction training
- Ongoing training relevant to their roles (e.g. lone working, manual handling)
- Regular updates as legislation or procedures change

9. Monitoring and Review

This policy will be reviewed annually, or sooner if there are significant changes in legislation, company operations, or after a major incident. Risk assessments and safety procedures will also be regularly reviewed and updated.

10. Contact for Health and Safety Matters

Health and Safety Officer:

Name: **Chris Weston (Manager)**

Email: chris@epropertyline.com

Phone: **01733 777788**

We ask all staff, contractors, and stakeholders to fully support this policy and work with us to maintain a safe and healthy working environment.