

Sales Health, Safety & Environment Policy



Organisation & Responsibilities



Specific Office Arrangements



Persimmon

Health, Safety & Environment Department



Organisation & Responsibilities

At Regional level the respective Regional Chair and Managing Director are responsible for ensuring compliance of this policy.

The Group Health, Safety & Environment (HS&E) Department sets the policy and undertakes regular auditing of all Group business activities and provides suitable and sufficient training to ensure compliance with this policy. In addition, all persons employed or working at a Persimmon Group workplace have degrees of responsibility for health, safety and environmental matters, which is communicated to them via their individual roles and responsibilities and is also detailed in this policy.

The Managing Director for each office must designate a person who takes responsibility for the management of sales activities and day to day compliance with this policy, usually the Sales Director/ Head of Sales.

The Managing Director is also responsible for completing a Directors and Heads of Department Responsibility Chart and to keep this under review.



Specific Sales Arrangements

- Accidents/ Incidents
- Cleaning
- Control of Substances Hazardous to Health
- Defibrillator
- Display Screen Equipment
- Doors and Windows
- Drinking Water
- Electricity
- Fire Safety and Emergency Procedures
- First Aid
- Floors and Pedestrian Routes
- Health and Wellbeing – Preventing Respiratory Infections
- Lone Working
- Maintenance
- Manual Handling
- Meal Breaks
- Office Conditions
- Office Equipment
- Office Layout
- Personal Protective Equipment
- Room Dimension and Space
- Safety Rules for Sales Staff
- Sales/ Marketing Suite Risk Assessment & Review
- Sales HS&E Folder
- Sanitary Conveniences and Washing Facilities
- Site Visits
- Smoking and Vaping
- Training
- Visits to Private Home
- Waste Materials



Accidents/ Incidents

All accidents and incidents which cause injury or had the potential to cause injury (near miss) must be reported and recorded.

This would involve any accident and incident involving an employee, contractor, customer/ visitor to the sales office, marketing suite or during a site visit to view a partially completed property.

The Sales Advisor who receives the report of the accident/ incident must complete a HSMS incident report form and send this to their Sales Director and local Group HS&E Advisor.

[HS&E incident report form](#)

If an injured person is taken immediately from the scene of the accident to hospital, then the local Group HS&E Advisor must be notified by telephone immediately.

Where appropriate the local Group HS&E Advisor will undertake an investigation and report the incident under RIDDOR Regulations if required.

All employees are required to co-operate with any investigation that is deemed necessary. Investigating accidents and incidents will assist in identifying any system failures; helping similar accidents and incidents happening in the future.

Refer to HSMS [Standards](#) Health and Safety Incident Reporting



Cleaning

All sales offices and marketing suites must be kept in a good state of cleanliness and arrangements must be put in place for regular cleaning, such as a contract cleaner. Where window cleaning is required, this must only be undertaken by a competent contractor after verification of a suitable and sufficient risk assessment and method statement.

Control of Substances Hazardous to Health

All substances hazardous to health must be identified, risk assessed, and appropriate control measures put in place to prevent harm to anyone because of exposure to the substance. Such substances in sales offices and show homes could include paints and cleaning products.





Defibrillator

Although not a legal requirement the Persimmon Group has committed to ensure that a working Automated External Defibrillator (AED) is accessible at every Persimmon workplace. Each site will have a defibrillator in the site office. Arrangements must be made to ensure that sales staff have access to this equipment at times when the sales office and marketing suite is open, but the site is closed.

Refer to HSMS [Standards](#) – Defibrillator

Display Screen Equipment

For all employees who use display screen equipment (DSE) daily, as part of their normal work, continuously for an hour or more, a trained DSE assessor must undertake a workplace assessment.

All sales staff will generally use DSE for more than an hour at a time, therefore everyone must have a DSE assessment of their workstation. The Sales Director/ Head of Sales must appoint a DSE Assessor. The DSE Assessor must complete a suitable DSE assessment course and keep records of the assessments. If the member of the sales team works at different sales offices and marketing suites, then an additional assessment must be carried out unless the same set up of the DSE can be mirrored between the locations.

The costs of eye tests at the request of the user are met by the Company, as are the cost of standard corrective appliances required specifically for DSE use.

Refer to HSMS [Standards](#) – Display Screen Equipment



Persimmon

Health, Safety
& Environment
Department



Doors and Windows

Office doors and windows are of such design and fit that they must not expose employees, contractors, clients and visitors to a risk of injury.

Drinking Water

All sales offices must have an adequate supply of accessible wholesome drinking water with clean cups or glasses available.

Electricity

Before occupation and use all fixed sales offices and marketing suites must have an electrical certificate of compliance provided by a competent electrician.

Should a temporary sales cabin be used an electrical certificate of compliance must be supplied by the cabin hire company on delivery and before first use.

All portable appliances in use in sales offices and marketing suites must have a potable appliance test carried out by competent electrician, to be carried out at 18-month intervals.

All users of electrical appliances must be encouraged to inspect and report faults. Also, to ensure that work areas do not have trailing leads and plug sockets are not overloaded.



Persimmon

Health, Safety
& Environment
Department



Fire Safety & Emergency Procedures

Each sales office and marketing suite must have an Office Fire Risk Assessment and emergency arrangements in place in the event of a fire.

Refer to HSMS template risk assessment HSMS SRA [001](#) – sales office/ marketing suite fire risk assessment.

This risk assessment must be completed by the Field Sales Manager with the assistance of the local Group HS&E Advisor when a new sales office/ marketing suite is set up. This risk assessment to also be reviewed at least bi-annually by the Field Sales Manager with the assistance of the local Group HS&E Advisor.

There must be in each sales office and marketing suite:

- A means of raising the alarm; i.e. telephone.
- Within easy access of the telephone the 'What 3 Words' for the sales office and marketing suite so that the emergency services can locate the emergency easily.
- Access to a first aid kit and trained first aider.
- Fire procedure, which sets out what to do in the event of a fire and the location of the assembly point. This procedure must be on display in the sales office and marketing suite.

Each sales office and marketing suite must have:

- A 2kg dry power fire extinguisher, which must be wall mounted, inspected on a regular basis and serviced annually by a competent person.
- A 200 x 125mm fire extinguisher sign, located above the extinguisher.
- A fire blanket located in each kitchen, adjacent to the hob.
- CO2 monitors if any gas appliances are used in the sales office/ marketing suite
- smoke detectors located within the sales office and marketing suite .

First Aid

Each sales office and marketing suite must have adequate and appropriate equipment, facilities and personnel to ensure employees, contractors and customers/ visitors receive immediate attention if they are injured or taken ill in one of our offices. An assessment of first-aid needs must be carried out for each sales office and marketing suite, which must be regularly reviewed and updated where necessary.

All sales offices and marketing suites must have as a minimum:

- A 1 – 10 person standard first aid kit
- A member of the sales team trained in emergency first aid at work

Floors and Pedestrian Routes

All floors and surfaces must be kept in good condition and free from obstruction which would cause a slip or trip hazard, such as trailing leads and worn carpets/ stair treads. All stairs to be fitted with appropriate handrails.

Health and Wellbeing – Preventing Respiratory Infections

Everyone has a duty to prevent the spread of respiratory infections, such as flu or COVID-19.

Refer to HSMS [Standards](#) – Health and Wellbeing – Preventing Respiratory Infections



Persimmon

Health, Safety
& Environment
Department



Lone Working

Each member of sales staff that undertakes lone working will be given access to a Lone Working APP, so that, should an individual be in fear of their personal safety they can raise the alarm and get emergency assistance. The level of security arrangements for any particular sales office and marketing suite will depend upon its location and localised hazards. In addition to providing sales staff with access to the Lone Working APP, Field Sales Managers should consider any additional control measures on a risk basis and in consultation with the relevant sales staff.

These control measures could include:

- Prohibiting sales staff visiting plots with customers alone.
- Recording customer details in a visitors book before escorting them to the show home or a plot.
- Locking of sales offices when taking customers around show homes or plots.
- Requiring sales staff to check in with their line manager periodically.
- Have a code word/ phrase with their line manager and colleagues when in an uncomfortable situation which will prompt their attendance at the sales office.
- Locking doors to sales offices with the facility that a customer can ring the bell, to control access.
- Smart doorbell.
- CCTV.

Any additional control measures must be recorded on the sales office and marketing suite risk assessment.

All sales staff will receive lone working training at part of their health and safety awareness training when they join the sales team, with periodic refresher Tool Box Talks by the local Health, Safety & Environment Advisor. Everyone must be mindful of their own personal safety and if they perceive any risk from a customer they must remove themselves to a place of safety and alert their line manager immediately.

If this is not possible then a number of tactics can be used to de-escalate someone who is being aggressive:

- Not responding aggressively as this will likely escalate the aggression.
- Trying to talk thing through reasonably, showing compromise.
- Not raising their voice, using soft and slow speech.
- Make an excuse to move, such as going to the toilet.
- Keeping their distance.



Maintenance

All sales offices and marketing suites must be kept in a good state of repair and general office equipment, such as desks and chairs must be maintained and replaced when required. Equipment specific maintenance regimes must be in place for such equipment that requires it.

Manual Handling

All employees must be provided with the required information, instruction and training to undertake manual handling safely.

Refer to HSMS [Standards](#) – Manual Handling

Meal Breaks

All offices must have arrangements for meal breaks to be taken on suitable surfaces that are clean, this could be at a person's workstation or in a designated break area. Facilities to obtain hot drinks are also provided. Workers who work during hours or at places where hot food cannot be obtained in, or reasonably near, the workplace are provided with the means for heating their own food.

Office Conditions

An assessment of sales office environmental conditions must be undertaken to ensure adequate ventilation and lighting. Also, that a reasonable temperature is maintained, which does not go below the recommended temperature of 16 degrees Celsius.

Office Equipment

All office equipment that has dangerous parts has guarding on such parts, such as photocopiers, shredders and guillotines.



Office Layout

Whilst it is important for sales staff to understand how to de-escalate aggressive and confrontational behaviour it is also important to provide a secure environment that would assist in preventing any would-be assailants from attacking members of staff.

Comfortable environment

Specific consideration should be given to how a customer who is waiting for attention can be made to feel comfortable such as the use of magazines, comfortable seating, sample products etc.

Video cameras

In sales offices and marketing suites in an area where people are more likely to be aggressive and confrontational the presence of a CCTV system can act as a good deterrent. These can be fitted both internally to the sales office and externally to the areas around the sales area including the car parks and rear of houses. There are also some very effective “dummy” cameras with appropriate signage that can be used. This equipment is not required in every sales office and marketing suite and considered as part of the risk assessment process.

Lighting

Lighting is important, especially in the winter months. Arrangements should be put in place to light up the external area of a sales office and marketing suite when someone approaches and sales staff are arriving or leaving at the beginning and end of the day. Also, adequate lighting to car parks and access to the public highway should be in place, wherever possible.

Exit routes

Consider escape routes and wherever possible have a second exit to prevent any member of staff from being “trapped” by an assailant/aggressor entering the office via the public entrance.

If this is not possible then there must be a way that the alarm can be raised to get assistance to the Advisor asap, i.e. by use of The Lone Working APP.

Safe area

In the event that a member of staff has to escape from an aggressor then identify an area that is secure. This could be the show house or a room within the sales office/ show home that can be easily and quickly locked from the inside i.e. by a latch or bolt.

Security of show homes

In situations where there is a risk of individuals gaining access into a show homes without coming through the sales office then the use of special locks may need to be considered for front doors. This could include a push button combination lock with a code that would need to be changed at regular intervals. Also consider more robust barriers such as thorny bushes or fencing with arrowheads to discourage anyone trying to gain access to the show home without going through the sales office.



Office Layout

Safe parking area

As well as being well lit car parks should be designed so as to eliminate any cover for assailants, such as large bushes and trees. Where possible the car park should be adjacent to the sales office and marketing suite, with signs communicating that construction vehicles are strictly prohibited.

Clear visibility

The position and internal layout of a sales office and marketing suite needs to be such that a member of the sales team sat at a desk has a clear view of the area to the front of the sales office and to the front of the show house. This will allow them to see anybody approaching the office or trying to gain unauthorised access into the show house. Where this is not possible then the use of mirrors and/or CCTV should be considered.



Persimmon

Health, Safety
& Environment
Department





Personal Protective Equipment

If any member of the sales team enters the construction area they must wear the required personal protective equipment (white branded hard hat, high visibility vest/ jacket and safety footwear)

Refers to HSMS [Standards](#) – Personal Protective Equipment

Room Dimensions and Space

Room where people work must have sufficient floor area, height and space to allow people to get to and from workstations and to move from within the room, with ease. Each person working in a room must have a minimum of 11 cubic metres of free air space.

Safety Rules for Sales Staff

- Wear a hard hat, hi-visibility vest/ jacket and safety footwear when visiting the construction area.
- Do not misuse or interfere with any safety equipment provided.
- Report all injuries and near misses to your line manager.
- Seek first aid treatment for even the most minor injury.
- Be on the lookout for hazardous conditions that could lead to an accident, and report it to site management immediately.
- Obey all warnings, hazard notices and site rules whilst in the construction area.
- Do not run or rush about.
- Ensure good housekeeping to avoid trip hazards and attracting vermin.
- Obey all speed limits and traffic controls on site and park in the designated areas.
- Report to site management any unauthorised parking in the sales area car park.
- Do not overload electrical supplies and appliances.
- Ensure you have your Lone Working App activated when working alone.
- Face your desk towards the entrance so that you can see who is coming and going.
- If leaving the sales office to use the sanitary conveniences, lock the door and leave a brief note on it "Back in 5 minutes".
- Do not leave potentially dangerous articles, such as scissors, on your desk for an assailant to use.
- Be familiar with the emergency procedure, in case you should ever need it.
- If you smoke or vape, do so only in designated places.
- Maintain a clear desk.
- Never leave valuable items unattended.
- Be careful with the sales office and marketing suite keys, put them in a safe place and do not put spare keys in unlocked desk drawers.
- Close windows and lock doors when you are not in the sales office and marketing suite.
- Do not disclose personal information, such as address, email and telephone number to a customer.
- Never leave customers alone in the sales office and marketing suite.
- If possible move your car to outside the sales office and marketing suite before it gets dark. Always lock your car.
- Do not leave front door to show houses unlocked or open.



Sales Office/ Marketing Suite Risk Assessment & Review

Each sales office and marketing suite must have a suitable and sufficient risk assessment and emergency contacts list. These documents must be completed by the Field Sales Manager with the assistance of the local Group HS&E Advisor when a new sales office/ marketing suite is set up. These documents to also be reviewed at least bi-annually by the Field Sales Manager with the assistance of the local Group HS&E Advisor.

Refer to HSMS SRA template risk assessment [002](#) – sales office/ marketing suite risk assessment

Refer to HSMS form [029](#) – Sales Emergency Contacts

The Field Sales Manager must also conduct quarterly inspections to ensure the sales office and marketing suite is free from evident hazards and the control measures set out in the risk assessment are being followed.

Refer to HSMS form [023](#) – Sales Manager Quarterly Inspection

The local Group HS&E Advisor will also undertake bi-annual inspections of all sales offices and marketing suites, including a review of the risk assessment and control measures.





Sales HS&E Folder

Each sales office and marketing suite must have a HS&E folder kept within the sales office and marketing suite which contains:

- Sales office/ marketing suite risk assessment.
- Quarterly inspection forms.
- Training certificates and DSE assessments for all sales staff based at that sales office and marketing suite.
- Any electrical/ boiler certificates for the sales office and marketing suite.
- Customer viewing assessment forms.
- Accident/ incident report forms



Sanitary Conveniences and Washing Facilities

Suitable and sufficient sanitary conveniences and washing facilities must be provided at reasonably accessible places. These must be kept clean with cold and hot/ warm running water, soap and clean towels or other suitable means of cleaning and drying. They must also be well ventilated and lit, with ventilation between the office spaces.

The number of facilities provided must be specifically assessed in relation to the number of average people in the workplace to ensure that the facilities meet the requirements of sales staff.

Arrangements for sales staff to have their down designated sanitary conveniences should be made as soon as possible and a show home or stock plot should be allocated for this purpose if one not immediately available in the sales office.

Only in exceptional circumstances for short term duration should sales staff use the site welfare facilities. There must be a separate designated lockable toilet and wash basin in place and sales staff must have a safe route of access to the facilities and wear the correct PPE.



Site Visits

Sales staff

Sales staff that take customers into the construction area on site must have received a full site induction.

They must also have an in-date CSCS Visitors Card or Home Builders Visitors Card unless they are accompanied by site management.

For anyone whose CSCS Visitors Card is nearing expiry, they must obtain a Home Builders Visitors Card as the CSCS Visitors Card is no longer available.

Before anyone can apply for the Home Builders Visitors Card they need to have passed the CITB Health and Safety touch screen test for Operatives within 2 years.

A new Sales Advisor who does not already have an in-date CSCS Visitors Card or Home Builders Visitors Card is required to obtain the Home Builders Visitors Card within one month of recruitment. Until that time, whilst on site, they must work under the supervision of another member of the sales team who has an in-date card or they are accompanied by site management.

Prior to a customer viewing a plot sales staff must formally request access from site management. This is to ensure that that site management have had the opportunity to assess these plots and sign off that the plot/ area is safe to visit.

Refer to HSMS form [054](#) – Client Viewing Assessment

Sales staff must not take a customer to the plot/ area without receiving a signed assessment from site management and must keep to the requested visit date.

Customers

Whilst in the construction area sales staff must ensure that customers wear appropriate personal protective equipment; blue branded hard hat, hi visibility vest/ jacket and suitable footwear. A pair of safety boots is not required but footwear suitable for the terrain to the plot must be worn, i.e. sturdy shoes or trainers. If a member of sales staff feel that the access to the plot is such that it cannot be undertaken safely in the customers own footwear and safety boots are not available to be loaned to the customer then the customer must be told politely that a visit to the plot cannot be undertaken safely at that time and the visit re-arranged.

Customers must not go into the construction area unless accompanied by site management or a member of the sales team, who must remain with the customer(s) for the duration of the visit.

If the site visit is during site working hours, the customer(s) and the sales advisor must sign in and out of site.

Before entering the construction area site management or the member of sales staff must brief the customer on:

- What to do in the event of an emergency, including where the fire muster point is located.
- The traffic management arrangements of the site.
- Where to find the welfare facilities.



Persimmon

Health, Safety
& Environment
Department



Site Visits Cont

All customers must be directed to the designated sales car parking area. The driving of private vehicles into the construction area is only allowed in exceptional circumstances following a risk assessment to ensure that hazards are appropriately controlled.

Children under the age of 16 are not allowed into the construction area, this must be explained to the parent or guardian wishing to view a partially completed property prior to the appointment.

Professional Snaggers

Under guidance issued by the New Homes Quality Board, Professional Snaggers acting on behalf of a customer are permitted to carry out quality inspections of a customer's new home 6 days before legal completion. Sales and site management teams must assist the Professional Snagger to carry out these inspections, as far as reasonably practicable. We must also ensure that whilst these professional snaggers are on our site, they are safe and follow our site rules.

Prior to a Professional Snagger viewing a plot sales staff must formally request access from site management. This is to ensure that that site management have had the opportunity to assess these plots and sign off that the plot/ area is safe to visit. They must also undertake checks of the Professional Snagger to confirm competency and safe working practices, by ensuring the Professional Snagger:

- Is a member of a recognised professional association experienced in surveying residential properties (e.g. RICS, RPSA etc.)

- Has professional indemnity insurance.
- Has a risk assessment for the task that includes safe movement around site and working off ladders.
- Has an in-date CSCS card or HBF Visitors Card.
- Has the required PPE (hard hat, safety footwear and high visibility jacket/ vest).
- Has all the necessary work equipment for their task, such as ladders (they must supply their own and not to use any ladders from site).

These checks to be recorded on the Client Viewing Assessment.

Refer to HSMS form [054](#) – Client Viewing Assessment

Provided the Client Viewing Assessment has been completed and signed off by the Sales Advisor and Site Management, Professional Snaggers will only need to be accompanied by a member of the sales or site management team to and from the plot they are inspecting. They are not required to be accompanied for the duration of the visit but must be fully inducted into site by site management and sign in and out of site.

Refer to HSMS [guidance](#) – Professional Snaggers

Smoking and Vaping

Smoking and vaping in sales offices, marketing suites and show homes is strictly prohibited; designated smoking areas must be provided outside and away from any entrances/ exits.

Refer to HSMS [Standards](#) – Smoking and Vaping



Training

Title	Commencement	Who must have	Remarks
Health & Safety Awareness Training for Sales Staff	Within 1 month of start date	All sales staff working in sales suites	<p>1 day course</p> <p>Undertaken by the local Group HS&E Advisor</p> <p>Sales Director must advise the local Group HS&E Advisor of all new sales staff working in sales suites</p>
Emergency First Aid at Work	On recruitment or within 3 Months	All sales staff working in sales suites	1 day course with a refresher course every 3 years
CSCS Visitors Card or Home Builders Visitor Card	On recruitment or within 1 month	All sales staff working in sales suites	The CSCS Visitors Card has been removed so if this card expires it will need to be replaced by a Home Builders Visitor Card.
Fire Marshal	On recruitment or within 3 months of start date	All sales staff working in sales suites	0.5 day course with a refresher course every 3 years

Refer to HSMS [Standards](#) – Training

The local Group Health, Safety & Environment Advisor will also undertake periodic training with sales staff.



Persimmon

Health, Safety
& Environment
Department



Visits to Private Homes

When sales staff need to visit customers in private homes they should ensure:

- They always make an appointment.
- They record the name, address and telephone number of the customer in a diary accessible by others.
- They advise their line manager of their movements, including anticipated time of arrival at the property and return to the office.
- They never accept a lift in a customer's car or give them a lift in their vehicle.
- Ensure that their Lone Working App is activated, using the check in and out feature if needed.
- They trust their instincts, if they perceive any danger they should leave the house and find a place of safety and inform their line manager.
- They are aware of all exits to the property that could be used as an escape route.
- That no matter how well they feel they get on with a customer, they should avoid continuing the discussion into a social scene, such as over drinks or dinner, etc.
- They should never give their personal address, email or telephone number to a customer.
- Wherever possible, and if there is the slightest apprehension of risk, they should take another person along to the appointment.
- If there have been any problems, or even feelings of unease, these facts should be part of the visit report and reported to their line manager.
- Wherever possible, they should let customers enter rooms and climb the stairs first, trying to keep behind them at all times.
- They sit nearest to the doorway so that you always have an easy escape route if needed.



Waste Materials

Suitable and sufficient rubbish bins must be provided in suitable locations throughout sales offices and marketing suites to ensure all employees, contractors, customers and visitors can safely dispose of their waste. Where recycling or segregated waste bins are provided these must be used as per the instructions of the Field Sales Manager.

