ESTATE AGENTS PROPERTY VIEWING PROTOCOL

In accordance with health and safety guidelines as published by Government, in terms of the various Regulations as it relates to Section 27 (2) of the Disaster Management Act, 2002 (Act no 57 of 2002) and specific directions as it relates to minimising the risk associated with Covid-19, we have developed the following guidelines for our Members staff and clients, to be adhered to in order for us to comply and safely deliver our professional service.

In this document, all reference to 'Potential Clients' applies to potential buyers and/or tenants that have expressed a definite interest in physically viewing a property for the purpose of purchasing or renting such property. Prior to a physical viewing being arranged, we require all Potential Clients to take note and agree to, the following directives:

These directives are:

(i) Our business hours are Monday to Sunday between 09:00 and 17:00. No Estate Agent shall be permitted to enter a property of a client outside of these hours.

(ii) Estate Agents will be meeting clients at respective properties ***by appointment only***, and the number of Estate Agents representing the Company at such appointment will be limited to no more than one at any given time.

(iii) **Showhouses are strictly prohibited**.

Pre-viewing/meeting:

1) Meetings with clients will, as far as possible, be conducted via telephone and/or video call.

2) Any viewings of a property should, as far as possible, be done virtually. Once a Buyer/Tenant has expressed definite interest in a particular property, a physical viewing of the property can be arranged in line with viewing protocols, and on express consent of the Property Owner/Inhabitant of the Property.

3) Clients (current inhabitants of the property) are to be advised that they should, if at all possible, not be present in the property at the time of the viewing. They can however, remain on the property, preferably outside (if possible). Should the Client (current inhabitants of the property) not be able to leave the property, or remain outside, they will be encouraged to remain in one section of the property to observe social distancing protocols.

4) Clients (current inhabitant of the property) will be required to sign relevant consent forms **prior to** viewings/potential clients being brought to their property.

5) All potential clients (Buyers/Tenants) will receive all viewing safety protocol information prior to the viewing and must agree to adhere to it at all times.

6) Estate Agents are to ensure that they meet all potential clients at the property (i.e. Estate Agents may not travel with clients in the same vehicle).

7) To ensure optimal ventilation, Clients (inhabitants of a property) will be requested to open all doors and windows prior to the arrival of the Estate Agent and Potential Clients to the property.

At the property:

8) Physical viewings are to be kept as brief as possible.

9) Estate Agents and Potential Clients shall be required to wear fabric face masks, at all times, whilst conducting property viewings, with the mask being properly secured *prior to entering the property.*

10) Estate Agents, and Potential Clients, will visibly sanitise their hands prior to entering the Client's property, and will be required to visibly sanitise their hands prior to leaving the property.

11) Estate Agents will ensure that the Potential Clients are reminded of the viewing protocol prior to entering the property.

12) No more than two Potential Clients may be taken through the property at a time. Should there be more interested parties (that need to physically view the property), Estate Agents will request that those parties wait outside (in the vehicle) to observe social distance guidelines.

13) Estate Agents will offer hand sanitiser to potential clients prior entering the property (and on exiting the property) and will ensure the use of it (by the Potential Client).

Clients who refuse to sanitise their hands prior to entry, will not be granted access to the property.

14) Estate Agents will, prior to entry, declare to both the Client (current inhabitant of the property) and Potential Client, the absence of any observable symptoms associated with Covid-19, as it relates to fever, cough, sore throat, redness of eyes, shortness of breath (or difficulty breathing) body aches, loss of smell/taste, nausea, vomiting, diarrhoea, fatigue and/or weakness.

15) Estate Agents will enquire whether the Client (current inhabitant of the property and/or the occupants of the property) and Potential Client currently display any of the aforementioned symptoms and/or whether the Client, Potential Client and/or immediate family have been experiencing any of these symptoms 14 days prior to the viewing and/or whether they have been in contact with a confirmed case of Covid-19. Should any Client (or occupants of the property) display any of these symptoms (currently or 14 days prior to the viewing) and/or have been in contact with a confirmed case of Covid-19 14 day prior to the viewing, the Estate Agent and their Potential Clients shall not be permitted to enter the property.

16) Estate Agents and Potential Clients will refrain from making any physical contact with any person and will keep a physical distance of 1,5m from all persons in the property at all times.

17) Estate Agents and Potential Clients will refrain, as far as possible, from touching any surface or object in the property.

18) Estate Agents will carry their own sanitiser and wipes to wipe down any surface or object he/she, or the Potential Client, may have accidentally / unavoidably come into contact with.

19) Estate Agents and Potential Clients may not, under any circumstances, use any bathroom facilities in the property.

20) Estate Agents will capture the details of potential clients who have visited any property in the Company's database, detailing the potential client's name, surname and contact details, as well as the property address, and time and date of viewing.

ACKNOWLEDGEMENT AND AGREEMENT

I, _____ (insert name), the undersigned, hereby confirm that I have read and understood the Viewing Protocol and directives contained herein. I further agree that I, as a Potential Client, together with any member of my family who may accompany me on a physical viewing, will strictly adhere to the Viewing Protocol.

Please tick where appropriate:

I, or any person that will accompany me for a physical property viewing, am / is over the age of 60 years old	YES	NO

I, or someone living in the property, have / suffer from comorbidities	YES	NO

I understand that, should I, or someone that will accompany me for a physical property viewing, be over the age of 60 or suffer from any comorbidities, the health risks involved if exposed to COVID-19 are greater, and that the health department's recommendation is that exposure to people and work- or public places are avoided as far as possible.

I further confirm that should I suffer from or observe any symptoms associated with Covid-19, as it relates to fever, cough, sore throat, redness of eyes, shortness of breath (or difficulty breathing) body aches, loss of smell/taste, nausea, vomiting, diarrhoea, fatigue and/or weakness, prior to the property viewing, I will phone ahead to cancel such appointment. Similarly, if I (or someone living in my property) should be in contact with a confirmed case of Covid-19, 14 days prior to any scheduled appointment, I will disclose such information and I will cancel any appointments for viewings prior to the viewing taking place.

Signed at _____on this day ____ of _____2020.

_____

Signature:

Annexure 2

COMPANY LETTERHEAD

WORKPLACE PLAN

(Drawn up in line with the Directive by the Minister of Employment and Labour in terms of Regulation 10 (8) of the Regulations issued by the Minister of Cooperative Governance and Traditional Affairs in terms of Section 27 (2) of the Disaster Management Act, 2002 (Act no 57 of 2002)

For

[Company Name]

[Company Registration Number]

Trading as

[_____]

hereinafter referred to as the Company

[Number of Employees]

[Insert address of Business]

Dated: _____

SECTION A: IN-OFFICE WORKPLACE PLAN

(i) The business will resume operations on _____ [insert date] and will operate on a Monday to Friday between _____ [insert operating time] and on a Saturday between _____ [insert operating time].

(ii) To limit the spread of the virus in the workplace, staff members who are able to do so are encouraged to work from home as far as possible. However, to operate the business requires a number of staff at the office to perform essential services. The number of admin staff and Estate Agents that will be working in the office will be working, have therefore been allocated shifts as per the attached schedule (see Annexure A).

(iii) The following steps have been taken to make the workplace COVID-19 ready:

- The office was thoroughly cleaned and disinfected on _____ [insert date] and

- Cleaning and disinfecting of all work surfaces, including kitchen and restrooms/toilets, door handles and shared electronic equipment is scheduled daily to take place prior to work beginning, during the working period and after work hours.
- Cleaning material will be stocked and will be made available in the kitchen.
- The Company has stocked (and will keep stocked) paper towels in the kitchen and bathroom (to dry hands after washing), and regular hand-washing will be required from all staff;
- All fabric towelling has been removed as the use of such for drying hands have been prohibited.
- The Company will provide disinfectant hand soap in the kitchen and bathroom/s and will place hand sanitiser (with an alcohol content of no less than 70% at the entrance of the office as well as at work stations.
- All biometric systems have been deactivated and staff will be responsible for reporting to the Receptionist, who will document their presence at work on the Attendance register.

(iv) A list of staff (a) who can work from home; (b) staff who are 60 years or older; and (c) staff with comorbidities who will be required to stay at home or work from home is attached [Annexure B].

(v) **Screening and Social Distancing:**

(a) Staff will be screened by temperature reading before entering the business premises. Any staff member that displays a body temperature of 38 degrees celsius or higher, will be denied access to the office.

(b) Staff will be required to disclose, prior to entry, the absence of any observable symptoms associated with Covid-19, as it relates to fever, cough, sore throat, redness of eyes, shortness of breath (or difficulty breathing) body aches, loss of smell/taste, nausea, vomiting, diarrhoea, fatigue and/or weakness. In the event that a member of staff display/observe any of the aforementioned symptoms, such staff member will be denied access to the office and will be required to take sick leave in accordance with the provisions of the Basic Conditions of the Employment Act. This record will be recorded on Annexure C.

(c) Should any member of staff experiencing any of the aforementioned symptoms whilst at work, the Company will isolate the member of staff, provide him/her with a FFP1 surgical mask and will arrange for the staff member to be transported in a manner that does not place other workers or members of the public at risk either to be self-isolated or for a medical examination or testing; and

c.1 assess the risk of transmission, disinfect the area and the worker's workstation, and refer those workers who may be at risk for screening and take any other appropriate measure to prevent possible transmission;

c.2 ensure that the staff member is tested or referred to an identified testing site;

c.3 place the employee on paid sick leave in terms of section 22 of the BCEA or if the employee's sick leave entitlement under the section is exhausted, make application for an illness benefit in terms of the COVID-19 Temporary Employer Relief Scheme under regulation 10(8) of the Regulations promulgated in terms of section 27(2) of the Disaster Management Act;

c.4 ensure that the employee is not discriminated against on grounds of having tested positive for COVID-19 in terms of section 6 of the Employment Equity Act, 1998 (Act No. 55 of 1998);

c.5 if there is evidence that an employee contracted COVID-19 as a result of occupational exposure, lodge a claim for compensation in terms of the Compensation for Occupational Injuries and Diseases Act, 1993 (Act No. 130 of 1993) in accordance with Notice 193 published on 3 March 2020.7 7 GG 43126 GN193 of 23 March 2020. 10 24.

(vi) Hand sanitisers:

(a) The Company will strategically place hand sanitisers (with an alcohol content of no less than 70%) at the entrance of the office building, and Staff will be required to sanitise their hands on entry and exit from the office.

(b) The Company will, at its expense, supply an adequate supply of hand sanitisers (with an alcohol content of no less than 70%), relative to the number of staff members, throughout the office.

(vii) Social Distancing:

(a) Staff members' work stations have been rearranged to ensure that no member of staff sit less than 1,5 meters apart; alternatively, in spaces where workstations could not be moved to accommodate a distance of more than 1,5 meters, physical barriers have been erected.

(b) Staff have also been informed to keep a physical distance of more than 1,5 meters from their colleagues at all times.

(viii) **Fabric Face Masks:**

(a) Staff members will be required to wear fabric face masks at all times (when at work as well as during any commute on public transport to and from work). ***The Company will provide each staff member with two fabric face masks that meet the standards as set out by the Department of Trade, Industry and Competition's guidelines as published on 24 April 2020, and the Company will put appropriate measures in place to arrange for the washing, drying and ironing of cloth masks (where necessary).*

(b) Staff members have been trained on the correct procedure of wearing masks and how to safely remove, care for and wash fabric face masks.

(ix) **Customer interaction and members of the public:**

(a) Customer interactions in Real Estate offices, in general, are limited. Having said that, the following processes have to be adhered to:

- A perspex screen has been erected at Reception;
- Any member of the public will be required to sanitise their hands prior to entry and on exiting the office;
- Only persons wearing face masks will be permitted to enter the office;
- Members of the public will be screened by temperature reading before entering the business premises. Any member of the public that displays a body temperature of 38 degrees celsius or higher, will be denied access to the office.
- Members of the public will be reminded (should it be necessary) that a distance of 1,5 meters must be kept at all times.

(x) **Training and Acceptance:**

(a) The Company will ensure that each member of staff has received the appropriate training on the Directives issued on Covid-19 workplace protocol and will require each member of staff to sign this document (and any amendments thereto) in acceptance of these directives.

SECTION B: FOR ESTATE AGENTS MEETING CLIENTS IN PROPERTIES (VALUATIONS, VIEWINGS, INCOMING & OUTGOING INSPECTIONS)

(i) The business will be operational from _____, and our operating hours will be between 09:00 and 19:00, Monday to Sunday.

(ii) Estate Agents will be meeting clients at respective properties *by appointment only*, and the number of Estate Agents representing the Company at such appointment will be limited to a maximum on one at any given time. Showhouses will be prohibited.

(iii) The Company will provide each Estate Agent with hand sanitiser containing no less than 70% alcohol content, free of charge. Estate Agents are required to visibility sanitise their hands (and offer to provide sanitiser to clients) prior to entering and exiting any property.

(iv) Estate Agents will be required to wear fabric face masks at all times. ***The Company will provide each staff member with two fabric face masks that meet the standards as set out by the Department of Trade, Industry and Competition's recommended guidelines as published on 24 April 2020.*

(v) The Company will ensure that each Estate Agent has received the appropriate training on the Directives issued on Covid-19 workplace protocol and will require each Estate Agent to sign documentation accepting and agreeing to said directives. The directives are:

Pre-viewing/meeting:

1) Meetings with clients should, as far as possible, be conducted via telephone and/or video call.
2) Any viewings of a property should, as far as possible, be done virtually. Once a Buyer/Tenant has expressed definite interest in a particular property, a physical viewing of the property can be arranged in line with viewing protocols.
3) Clients (current inhabitants of the property) are to be advised that they should, if at all possible, not be present in the property at the same time you take potential clients to view the property. They can however, remain on the property, preferably outside (if possible). Should the Client (current inhabitants of the property) not be

able to leave the property, or remain outside, they will be encouraged to remain in one section of the property.

4) Clients (current inhabitant of the property) will be required to sign relevant consent forms prior to viewings/potential clients being brought to their property (refer to Annexure D)
5) All potential clients (Buyers/Tenants) must have received all the safety protocol information prior to the viewing (refer to Annexure E), and must agree to adhere to these protocols at all times.
6) Estate Agents are to ensure that they meet all potential clients at the property (i.e. Estate Agents may not travel with clients in the same vehicle).
7) To ensure optimal ventilation, Clients will be requested to open all doors and windows of the property, prior to the arrival of the Estate Agent and Potential Clients.

At the property:

8) Physical viewings at a property will be kept as brief as possible.
9) Estate Agents shall be required to wear fabric face masks, at all times, whilst conducting property viewings, with the mask being properly secured prior to entering the property.
10) Estate Agents will visibly sanitise their hands prior to entering the client's property, and will be required to visibly sanitise their hands prior to leaving the property.
11) Estate Agents will ensure that the Potential Clients are reminded of the viewing protocol prior to entering the property.
12) No more than two Potential Clients may be taken through the property at a time. Should there be more interested parties (that need to physically view the property), Estate Agents should request that those parties wait outside (in the vehicle) to observe social distance guidelines.
13) Estate Agents will offer hand sanitiser to Potential Clients prior to entering the property (and on exiting the property) and will ensure the use of it (by the potential client). Clients who refuse to sanitise their hands prior to entry, will not be granted access to the property.

14) Potential clients will be required to wear fabric face masks, and no client will be allowed to enter the property without such.

15) Estate Agents will, prior to entry, disclose to both the Client (current inhabitant of the property) and Potential Client, the absence of any observable symptoms associated with Covid-19, as it relates to fever, cough, sore throat, redness of eyes, shortness of breath (or difficulty breathing) body aches, loss of smell/taste, nausea, vomiting, diarrhoea, fatigue and/or weakness.

16) Estate Agents will enquire whether the Client (current inhabitant of the property and/or the occupants of the property) and Potential Client currently display any of the aforementioned symptoms and/or whether the Client, Potential Client and/or immediate family have been experiencing any of these symptoms 14 days prior to the viewing and/or whether they have been in contact with a confirmed case of Covid-19. Should any Client (or occupants of the property) display any of these symptoms (currently or 14 days prior to the viewing) and/or have been in contact with a confirmed case of Covid-19 14 day prior to the viewing, the Estate Agent and their Potential Clients shall not be permitted to enter the property.

17) Estate Agents and Potential Clients will refrain from making any physical contact with any person and will keep a physical distance of 1,5m from all persons in the property at all times.

18) Estate Agents and Potential Clients will refrain, as far as possible, from touching any surface or object in the property.

19) Estate Agents will carry their own sanitiser and wipes to wipe down any surface or object he/she may have accidentally / unavoidably come contact with.

20) Estate Agents and Potential Clients may not, under any circumstances, use any bathroom facilities in the property.

21) Estate Agents have to capture the details of potential clients who have visited any property in the Company's database, detailing the potential client's name, surname and contact details, as well as the property address, and time and date of viewing.

Concluding Legal Agreements:

22) The details of legal agreements must be recorded electronically and must be sent to potential clients for the purposes of concluding a transaction.

23) Estate Agents must meet with clients virtually (video call) to discuss various aspects of the Legal Agreement, and where possible (and allowable under South African law), must ensure that clients sign these agreements (Mandates, Lease Agreements, etc.) electronically.

24) Where electronic signatures are not legally recognised (i.e. Agreement of Sale of immovable property), Estate Agents are to send the electronic Agreement of Sale to the Buyer and Seller for physical signature. In the event that either or both parties to the Agreement do not have facilities to print and/or scan documentation, the Estate Agent may deliver the physical documentation to the relevant party and request signature (making sure that all details have already been completed electronically, and terms have been discussed and agreed to virtually). In the event of a physical meeting, all hygiene and social distancing measures must be applied (as documented herein).

25) Clients must be informed of the Company's policy as it relates to the completion and signature of legal documentation on showing interest in either employing the Company to market their property, and/or when expressing interest in submitting an offer to purchase and/or lease a property.

(vi) The designated COVID-19 Compliance officer for this Company is [add name, surname & Designation].

***Companies employing less than 10 employees are not required to supply employees with cloth face masks (at the Company's cost), and are not required to make arrangements to wash, dry and iron cloth face masks in accordance with the applicable guidelines. Therefore delete if not applicable.*

Annexure A: Staff Rotation schedule

Annexure B: Staff List

Annexure C: Staff Health record

Annexure D: Client's consent to allow visits/viewings

Annexure E: Viewing Safety protocol

ACKNOWLEDGEMENT OF ACCEPTANCE

I, _____ , the undersigned, hereby acknowledge that I've read and understood the aforementioned directive (as well as the Annexures applicable to me) as issued by the Company, and I further agree to adhere to the directives (and any amendments thereto) as set out above.

Signed at _____ on this day ____ of _____ 2020.

_____

Signature

Annexure 3

CLIENT'S CONSENT: ALLOWING ACCESS TO PROPERTY

Dear [Client] (insert client's name & surname) of _____ (insert property address),

Thank you for entrusting me [insert Estate Agent's name and surname] in marketing your property. Our commitment as a Company is to ensure the health and safety of our Clients and Staff members at all times.

In accordance with health and safety guidelines as published by Government, in terms of the various Regulations as it relates to Section 27 (2) of the Disaster Management Act, 2002 (Act no 57 of 2002) and specific directions as it relates to minimising the risk associated with Covid-19, we have developed the following guidelines for our staff and clients, to be adhered to in order for us to comply and safely deliver our professional service.

These directives are:

(i) The business hours are Monday to Sunday between 09:00 and 19:00. No Estate Agent shall be permitted to enter a property of a client outside of these hours.

(ii) Estate Agents will be meeting clients at respective properties *by appointment only*, and the number of Estate Agents representing the Company at such appointment will be limited to no more than one at any given time.

(iii) Showhouses are strictly prohibited.

Pre-viewing/meeting:

1) Meetings with clients will, as far as possible, be conducted via telephone and/or video call.
2) Any viewings of a property should, as far as possible, be done virtually. Once a Buyer/Tenant has expressed definite interest in a particular property, a physical viewing of the property can be arranged in line with viewing protocols, and on express consent of the Property Owner/Inhabitant of the Property.

3) Clients (current inhabitants of the property) are to be advised that they should, if at all possible, not be present in the property at the time of the viewing. They can however, remain on the property, preferably outside (if possible). Should the Client (current inhabitants of the property) not be able to leave the property, or remain outside, they will be encouraged to remain in one section of the property to observe social distancing protocols.

4) Clients (current inhabitant of the property) will be required to sign relevant consent forms **prior to** viewings/potential clients being brought to their property.

5) All potential clients (Buyers/Tenants) will receive all viewing safety protocol information prior to the viewing and must agree to adhere to it at all times.

6) Estate Agents are to ensure that they meet all potential clients at the property (i.e. Estate Agents may not travel with clients in the same vehicle).

7) To ensure optimal ventilation, Clients (inhabitants of a property) will be requested to open all doors and windows prior to the arrival of the Estate Agent and Potential Clients to the property.

At the property:

8) Physical viewings are to be kept as brief as possible.

9) Estate Agents and Potential Clients shall be required to wear fabric face masks, at all times, whilst conducting property viewings, with the mask being properly secured prior to entering the property.

10) Estate Agents, and Potential Clients, will visibly sanitise their hands prior to entering the Client's property, and will be required to visibly sanitise their hands prior to leaving the property.

11) Estate Agents will ensure that the potential clients are reminded of the viewing protocol prior to entering the property.

12) No more than two potential clients may be taken through the property at a time. Should there be more interested parties (that need to physically view the property), Estate Agents will request that those parties wait outside (in the vehicle) to observe social distance guidelines.

13) Estate Agents will offer hand sanitiser to potential clients prior entering the property (and on exiting the property) and will ensure the use of it (by the Potential Client).

Clients who refuse to sanitise their hands prior to entry, will not be granted access to the property.

14) Estate Agents will, prior to entry, disclose to both the Client (current inhabitant of the property) and Potential Client, the absence of any observable symptoms associated with Covid-19, as it relates to fever, cough, sore throat, redness of eyes, shortness of breath (or difficulty breathing) body aches, loss of smell/taste, nausea, vomiting, diarrhoea, fatigue and/or weakness.

15) Estate Agents will enquire whether the Client (current inhabitant of the property and/or the occupants of the property) and Potential Client currently display any of the aforementioned symptoms and/or whether the Client, Potential Client and/or immediate family have been experiencing any of these symptoms 14 days prior to the viewing and/or whether they have been in contact with a confirmed case of Covid-19. Should any Client (or occupants of the property) display any of these symptoms (currently or 14 days prior to the viewing) and/or have been in contact with a confirmed case of Covid-19 14 day prior to the viewing, the Estate Agent and their Potential Clients shall not be permitted to enter the property.

16) Estate Agents and Potential Clients will refrain from making any physical contact with any person and will keep a physical distance of 1,5m from all persons in the property at all times.

17) Estate Agents and Potential Clients will refrain, as far as possible, from touching any surface or object in the property.

18) Estate Agents will carry their own sanitiser and wipes to wipe down any surface or object he/she, or the Potential Client, may have accidentally / unavoidably come into contact with.

19) Estate Agents and Potential Clients may not, under any circumstances, use any bathroom facilities in the property.

20) Estate Agents will capture the details of potential clients who have visited any property in the Company's database, detailing the potential client's name, surname and contact details, as well as the property address, and time and date of viewing.

CONSENT

I, _____ (insert name), the undersigned, hereby consent to

_____(agent's name)

from_____

(agent's company) entering my private residence.

I've read and accept the conditions under which such property visit will be conducted and will adhere to the directives as they apply to me (and other inhabitants of the property).

Please tick where appropriate:

I, or someone living in the property, am / is over the age of 60 years old	YES	NO

I, or someone living in the property, have / suffer from comorbidities	YES	NO

I understand that, should I, or someone living in the property, be over the age of 60 or suffer from any comorbidities, the health risks involved if exposed to COVID-19 are greater, and that the health department's recommendation is that exposure to people and work- or public places are avoided as far as possible. My consent to enter my property to perform a professional service, is based on the explicit understanding of the aforementioned, and I hereby agree to allow access to my property based on the directives above, having due regard for my safety and the safety of others living in the property.

Signed at _____on this day ____ of _____2020.

_____

Signature