



Covid-19 Guidance for Removals Companies

In order to carry out removals operations safely, you will need to carry out a risk assessment and demonstrate the measures that you will put in place to reduce the risks. This guidance is intended to provide examples of how you may undertake tasks whilst reducing the risk to the health of staff and the public.

Please note that this information is purely in relation to operating your business in as close compliance as possible with Public Health guidance and it does not release you from complying with other legal requirements (especially health and safety requirements) and other risk assessments may need to be revised to reflect changes in your working practices. If lifting equipment is to be used then this must be appropriate for the task, staff must be trained in its use and it must have been suitably maintained.

Procedure before Attending a Property

The property owner / occupier should be informed that the removals firm will only attend the site if;

- The property was not being occupied with a case (or suspected case of) coronavirus (COVID-19) in the preceding 14 days and
- The occupants were not in a state of isolation.

The property owner / occupier should be asked to leave all internal doors open to minimise the need to touch door handles.

The property owner / occupier should not be present unless absolutely necessary and, if present, they must socially distance (at a minimum of 2m).

Where possible, the property owner / occupier should pack their belongings to reduce the contact between staff and personal belongings.

All staff must be aware of the Covid-19 guidance in relation to removals.

No staff should be at work if they are displaying symptoms of Covid-19.

You must have an action plan in the event of staff showing symptoms of Covid-19.

Vulnerable staff¹ should not take part in removals operations although they may take part in administrative work etc. if they can be shielded from contact with other staff and the public.

¹ Vulnerable staff (including staff with heart problem, asthma or other respiratory disease, long-term kidney or liver disease, insulin-controlled diabetes or poorly controlled diabetes, weakened immune system due to other



Travel to and from the Property

Only one member of staff should travel in any work vehicle.

If multiple staff (with a maximum of 5 on any site) are required then they must travel separately.

Procedure Whilst Working at a Property

A maximum of 5 people should be present at the property (and this includes the property owner if their presence is deemed essential).

Staff should use hand sanitiser upon arrival at the property.

Staff should use fresh disposable gloves when handling furniture and items from the property. These should be replaced (after sanitising hands) if they become damaged or a member of staff has reason to remove them.

The time spent at a property should be kept to a minimum, whilst maintaining safe working practices.

Where possible all staff should maintain social distancing (>2m) from each other, the property owner (if present) and the public.

Where lifting and moving operations cannot be safely undertaken by a single member of staff, alternative manual handling (lifting and moving) practices should be used where this is possible and can be demonstrated to be safe e.g. the use of mechanical lifting equipment.

Where staff cannot move an item safely by themselves and it is not possible to use alternative lifting methods safely then multiple people may be used to lift the item. The number of people should be kept to the safest minimum number.

If the item being lifted with another staff member is long enough to be safely lifted whilst maintaining social distancing then this should be done.

The time spent moving items with another staff member should be kept to a minimum.

If you have multiple staff members then they should, ideally, work in teams to reduce unnecessary proximity / contact between staff.

health conditions such as cancer, or treatment such as chemotherapy or immunosuppressive therapy, and pregnancy)



The use of toilet facilities within the property should be avoided and staff should use facilities provided by the company, or suitable alternative provisions where possible.

In addition to providing hand sanitiser and disposable gloves, hand washing facilities should be provided where this is feasible.

Any equipment used by your company should be cleaned before leaving the site using appropriate sanitising cleaning materials.

Staff should use hand sanitiser before leaving the property.

Staff should wear work-specific clothing (e.g. overalls, a uniform or clothing that is removed after finishing work activities) and consideration should be given to wearing disposable overalls. All work clothing should be cleaned on a hot wash following each job.