

Risk Assessment ID:	HSEQ-RA-(1.5)-001
Business Area	Field Operations
Risk Area	Coronavirus
Responsible Manager	Sean Flynn

Current Version	1.5
Last Updated	16-10-2020
Next Review Date	18-12-2020

Version Control

Version Number	Date	Author	Summary of Changes
1.0	18-05-2020	Huzayfa Bham	Final Version
1.1	27-05-2020	Sean Flynn	Revised Version
1.2	29-06-2020	Sean Flynn	Revised Version
1.3	24-07-2020	Sean Flynn	Revised Version
1.4	25-08-2020	Sean Flynn	Revised Version
1.5	16-10-2020	Sean Flynn	Revised Version



Risk Assessment

What are the Hazards?	Who may be harmed and how?	What are the current control measures?	What additional measures are required to control the risks?	Action assigned to:	Date Due:	Date Complete:
Coronavirus (Covid-19) (Ncov)	Employees, Customers & members of the public; Catching/Spreading of the Virus	<ul style="list-style-type: none"> * Employees to continue working from home where possible * Coronavirus risk assessment carried out in conjunction with employee representatives * Employees made aware of who they can provide feedback and highlight concerns to * Provision of clear, consistent and regular communication to improve understanding and consistency in applying controls from this risk assessment * Control measures communicated with employees (via intranet, representatives) * Employees given guidance on Hygiene measures to be implemented to include: <ul style="list-style-type: none"> - Washing/Santising hands - Not touching nose/mouth/eyes while working * Provision of guidance on monitoring door step procedures to ensure vulnerable customers are identified and additional precautions are taken * Employees given guidance on Social Distancing to include: <ul style="list-style-type: none"> - Ensuring a 2m distance from others at all times - Asking customers to stay away from work areas * Employees given guidance on methods of carrying out routine work and emergency work through Updated Field Operations Covid-19 Secure Policy * Employees given guidance on government self-isolation rules and testing methods for coronavirus * Buddy teams identified for two man working or assistance to minimise exposure to other members of staff * All absences attributed to Covid-19 will be monitored to ensure conformity with self-isolation guidelines * Work in progress audits take place on external installations to reduce contact within customers homes and promote distancing * Desk top audits increased to ensure technical compliance * Confirmation sent to employees that the business is compliant with BEIS/Gov.Uk Guidance * Warrant work to be controlled via the Debt Collection Agency, all risk assessments/policies reviewed by UWHS 	<ul style="list-style-type: none"> * Risk Assessment to be reviewed and updated where any significant changes are applied to the government guidelines in conjunction with employee representatives * Update Covid-19 Secure policy links to government website on self isolation guidance * H&S representatives to review all DCA risk assessments 	<ul style="list-style-type: none"> Sean Flynn Huzayfa Bham Huzayfa Bham 	<ul style="list-style-type: none"> 18-12-2020 11-09-2020 01-09-2020 	<ul style="list-style-type: none"> 18-09-2020 26-08-2020
Coronavirus (Covid-19) (Ncov)	Employees, Customers & members of the public; Lack of training	<ul style="list-style-type: none"> * Employees to be given return to work briefing * Additional training provided via E-Learning where necessary * Employees provided with updated guidance on policies, procedures and technical documents * Employees given guidance on near miss reporting system * Employees returning to work provided with additional training and assessments to combat skill fade * Provision of additional training and assessment on safe ways of working within customers homes, social distancing, ventilation and the hygiene measures to be taken before and after work is complete * Provision of additional training and assessment on vehicle, tool and stock hygiene and returns process 				

Coronavirus (Covid-19) (Ncov)	Customers, Employees and members of the public; Customers not aware of control measures	<ul style="list-style-type: none"> * Coronavirus risk assessment carried out in conjunction with employee representatives * Employees made aware of who they can provide feedback and highlight concerns to * Provision of clear, consistent and regular communication to improve understanding and consistency in applying controls from this risk assessment * Control measures communicated with employees (via intranet, representatives) * Employees given guidance on Hygiene measures to be implemented *Provision of guidance on monitoring door step procedures to ensure vulnerable customers are identified and additional precautions are taken * Employees given guidance on Social Distancing * Employees given guidance on methods of carrying out routine work and emergency work through Updated * Employees given guidance on government self-isolation rules and testing methods for coronavirus * Buddy teams identified for two man working or assistance to minimise exposure to other members of staff * All absences attributed to Covid-19 will be monitored to ensure conformity with self-isolation guidelines * Work in progress audits take place on external installations to reduce contact within customers homes and promote distancing. * Desk top audits increased to ensure technical compliance. 				
Coronavirus (Covid-19) (Ncov)	Employees; Physical/Mental health impacted upon return to work	<ul style="list-style-type: none"> * Employees provided with EAP * Line managers increasing communication with employees * Line managers to continue face-to-face meetings where necessary in an external setting (maintaining social distancing/hygiene measures) * Return to work carried out with opportunity to discuss adaptations to work *All employees vulnerabilities and medical conditions will be recorded through our HR medical questionnaire, this will include all new starters and existing employees 	*Amend process for vulnerable employees to record all medical information within HR for new and existing employees Action - review progress with HR	Sean Flynn	30-10-2020	
Coronavirus (Covid-19) (Ncov)	Employees; Impact on welfare arrangements	<ul style="list-style-type: none"> * Additional time is provided where necessary for comfort breaks * Guidance provided on changes to welfare arrangements (use of service stations etc) 				