

This risk assessment will be reviewed at least annually, or following significant changes including but not exclusive to incident investigation/analysis or changes in best practice.

Site	Domestic & business properties
Full description of what is being assessed	This RA is an addition to the existing Engineers Risk Assessments and has been compiled for staff, who are working during the pandemic of COVID-19 and has in cooperated procedures stipulated from the government.

Reference number	Date	Assessor/s	Assessor/s signature/s
RAENG002	17/03/20	Jonathon Mitchell	
Approved by		Lindsay Wade	

What is the hazard?	Who might be harmed and how?	Existing control measures	Further control measures	Completion date
Exposure to contagious disease and spread of infection	Staff and occupants of properties who contract a contagious disease.	Nitrile gloves are worn underneath standard work gloves when undertaking any work.	Engineer to conduct pre-assessment before undertaking any work. Identify busy area across the household, where people travel to, from or through (stairs and corridors etc)	On-going
		Online GP service available to staff to review symptoms and provide guidance.	Refer to 'Field Services 'Door Step' protocol for COVID-19' document and follow procedures.	On-going
		Absence reporting line in place who inform H&S if it is possible contagious disease.	Engineers to wash/re-sanitise hands after every job.	On-going
		The business will provide advice from the UK department of health website for any national public health warnings as and when required.	If provisions are required, engineers to contact line manager to arrange supplies. The purchasing of own supplies on Pleo-card is no longer prohibited.	On-going
		Business continuity plan in place for any properties which raise	Containment of this waste to be stored in bin-bags provided and in vehicles and not in domestic properties.	On-going
			Face coverings should be worn, should you wish to, the customer wants you to wear it or	On-going

		<p>concern for personal welfare, jobs to be aborted.</p> <p>Personal Hand sanitiser issued to all engineers.</p> <p>Handheld Devices (HHD) are wiped/cleaned after each customer has used, with wipes provided.</p> <p>Additional supplies issued: water bottles (which always need to be filled), soap, wash basins and dust sheets.</p> <p>2-person engineer protocol written for any works that require 2 people for specified circumstances.</p> <p>Only non-flammable hand sanitisers distributed.</p> <p>When refilling anti-bac bottles, visors to be worn.</p> <p>Any contaminated waste (i.e. gloves/boiler suits/facemasks etc.) to be placed in bin bags for 72hrs and stored in works vehicle before placing in normal domestic bins at either warehouse.</p> <p>Virustatic Shield face coverings issued along with protocol and user guide and sent to engineers.</p>	<p>if it is safe to do so whilst interacting with the customer.</p> <p>User guidelines provided for use of face coverings must always be followed.</p> <p>Engineers to advise occupants to leave all internal doors open to minimise contact with door handles</p> <p>Line managers can deliver supplies to engineers out in the field but social distancing guidelines to be followed.</p> <p>In exceptional circumstances, sharing of vehicles might be required. In this event, full PPE is always to be worn. Surfaces and shared equipment to be cleaned with antibacterial wipes (seatbelts/ keys/ door handles etc.)</p>	<p>On-going</p> <p>On-going</p> <p>On-going</p> <p>On-going</p>
<p>Engineers undertaking new / refresher training whilst out in the field during COVID-19</p>	<p>Engineers / line managers and mentors not able to keep to the social distancing guidelines from</p>	<p>Allocating the same engineers to work together whilst training is being assessed.</p>	<p>Trainee engineers/ new engineers to be given copies of Risk Assessments to read and sign off before starting work within the business.</p>	<p>On-going</p> <p>On-going</p>

	<p>one another, due to the work being undertaken.</p>	<p>Fixed pairing to work side by side where reasonably practical.                  Engineers to wear full PPE before getting out of their works vehicle and through the duration of training where social distancing measures are not able to be followed.                  Avoid transmission – own tools including pens etc to be used.                  After the completion of any works, hands are washed in accordance to existing guidance after the removal of PPE.                  Engineers to provide and own food/drink and where possible, eat outside or with vehicle.</p>	<p>Engineers to travel to work in own vehicles separately.                  New engineers to be issued and guidance given on PPE during first day of training.                  When auditing of work by mentors, this process to be completed using photographs taken, to adhere to distancing measures.</p>	<p>On-going  On-going</p>
<p>Other Observations</p>	<p>Engineers working in warm weather conditions whilst wearing normal and additional PPE.</p>		<p>Make the area safe, before removing yourself from the environment. Seek fresh air and cool down as and when required.                  If any PPE is removed, always refer to protocol with removing and cleaning of equipment and person.</p>	<p>On-going  On-going</p>
<p>Local lockdown stipulated by UK Government</p>	<p>Staff and occupants of properties.</p>		<p>Written guidance will be provided by field services to all engineers relevant to the lockdown area, stipulating essential work only is to be undertaken during time scales set by UK government. This communication must be issued to fall in line with the start of the lockdown date provided.                  During this time, essential work is considered those off supply and legacy pre-pay to pre-pay meters only.</p>	<p>On-going</p>

			Travel in and out of this location, should occur only for essentials works.	On-going
Engineers returning transportation & equipment when leaving the business	Other employees.		Managers to wear face masks and gloves whilst completing 'work equipment return form' and 'drivers return vehicle form'. Returned uniform, PPE including face coverings should be stored in the van in a sealed bag for 72 hours and must not be reissued. On completion of both audits, all equipment to be placed into works vehicle and locked for quarantine for 72hrs before redistributing. Vehicle keys to be placed in an envelope (dated returned stipulated on the envelope) and placed into sealed container for 72hrs.	

### Risk Assessment Action Plan

Priority	Hazard	Action required	Responsible person	Date due	Date completed	General comments/evidence of completion
1	Exposure to contagious disease and spread of infection	Personal sanitiser to be purchased and issued to all engineers	Field Services	13/03/03	22/03/20	
2	Exposure to contagious disease and spread of infection	Engineers to seek clarification of any reasons why enter to a property should be aborted	Field Services	On-going	On-going	
3	Exposure to contagious disease and spread of infection	Additional surface cleaning/sanitising wipes to be purchased	Field Services	17/03/20	17/03/20	
4	Exposure to contagious disease and spread of infection	Surface cleaning/sanitising wipes to be issued to engineers	Field Services	20/03/20	17/03/20	

5	Exposure to contagious disease and spread of infection	Engineers to receive updated R/A instructing them on new procedures.	Field Services	17/03/20	13/05/20	
6	Exposure to contagious disease and spread of infection	Engineers to be issued/read and comply to 'Field Services protocol policy'.	Field Services	20/03/20	13/03/20	
7	Exposure to contagious disease and spread of infection	Engineers to receive updated (17/03/20) R/A instructing them on new procedures	Field Services	20/03/20	17/03/20	
8	Exposure to contagious disease and spread of infection	Engineers to be issued/read and comply to updated (17/03/20) 'Field Services protocol policy'	Field Services	20/03/20	20/03/20	
9	Exposure to contagious disease and spread of infection	Engineers to receive updated R/A instructing them on new procedures (additional equipment / PPE measures / disposal of waste etc)	Field Services	03/04/20	25/03/20	
10	Exposure to contagious disease and spread of infection	Additional equipment to be issued (water bottles/soap/wash basins/dust sheets)	Field Services	As and when obtained	On-going	
11	Exposure to contagious disease and spread of infection	COSHH Assessment & SDS to be compiled on soap	Jon Mitchell	03/04/20	30/03/20	
12	Exposure to contagious disease and spread of infection	Engineers to be issued/read and comply to 'Field Services 'Visiting the Home' protocol policy'.	Field Services	As and when compiled	25/03/20	
13	Engineers undertaking new / refresher training whilst out in the field during COVID-19	Trainee engineers/ new engineers to be given copies of Risk Assessments	Field Services	When starting	29/05/20	

		to read and sign off before starting work within the business.				
14	Engineers undertaking new / refresher training whilst out in the field during COVID-19	Engineers to travel to work in own vehicles separately	Field Services	29/05/20	29/05/20	
15	Engineers undertaking new / refresher training whilst out in the field during COVID-19	New engineers to be issued and guidance given on PPE during first day of training.	Field Services	29/05/20	29/05/20	
16	Engineers undertaking new / refresher training whilst out in the field during COVID-19	When auditing of work by mentors, this process to be completed using photographs taken, to adhere to distancing measures.	Field Services	29/05/20	29/05/20	
17	Exposure to contagious disease and spread of infection	In exceptional circumstances, sharing of vehicles might be required. In this event, full PPE is always to be worn. Surfaces and shared equipment to be cleaned with antibacterial wipes (seatbelts/ keys/ door handles etc.)	Field Services	15/06/20	15/06/20	
18	Local lockdown stipulated by UK Government	Written guidance, stipulating essential work only is to be undertaken during time scales set by UK government.	Field Services	Within 24 hours' notice of announcement made by government		

19	Engineers returning transportation & equipment when leaving the business	Managers to be instructed to wear face masks and gloves whilst completing 'work equipment return form' and 'drivers return vehicle form'.	Field Services	07/07/20		
20	Engineers returning transportation & equipment when leaving the business	On completion of both audits, all equipment to be placed into works vehicle and locked for quarantine for 72hrs before redistributing.	Field Services	On-going		
21	Engineers returning transportation & equipment when leaving the business	Vehicle keys to be placed in an envelope (dated returned stipulated on the envelope) and placed into sealed container for 72hrs.	Field Services	On-going		

Version Control			
Version identification	Author	Date	Changes
0.1	Jon Mitchell		Created

0.2	Jon Mitchell	20/05/20	Reviewed & updated
0.3	Jon Mitchell	01/06/20	Updated to include the sharing of vehicles in exceptional circumstances and the cleaning of shared surfaces.
0.4	Jon Mitchell	30/06/20	Inclusion of local lockdown stipulated by UK Government.
0.5	Jon Mitchell	02/07/20	Inclusion on procedures with regards to engineers leaving the business and returning equipment.