

Company Name: HML		Work Area: Engineers working in the field - COVID-19			Activity/Machine/Area: Emergency/Repair/Installations			RA No: 09.1.01		
<p>Consideration to allow return to normal working post Covid19 (Phased 3 return to normal working activities) to allow Engineers to return to normal working subject to UK Government and HSE Guidance.</p> <p>This is in addition to the Government statement on hand washing for 20 seconds, not touching your own faces and social distancing.</p> <p>Our first response to Customers, who have self-isolated or show symptoms of COVID-19, will remain that we will not attend until their symptoms are no longer present.</p>										
Hazards & People Exposed		Risk			Residual Risk			Future Controls (things to be considered)		Transferred to Action Plan Yes/No
		S	L	T						
Employees & Customers		Severity	Likelihood	Total Risk	Current Controls (measures already in place)			Severity Likelihood Total Risk		Transferred to Action Plan Yes/No
General		S	L	T				S L T		
Staff not being listened to/need to escalate a concern		5	3	15	Access to Yammer 1:1s with Line Managers Use of Safety or Estates team Access to HSE - https://www.hse.gov.uk/contact/concerns.htm 0300 003 1647 No Engineers are obliged to work in an unsafe work environment			5 1 5		
Customer has suspected or confirmed COVID-19 or is self-isolating		5	5	25	Support staff during FNOL ask questions re symptoms/ self-isolation (HCM1352) Support staff will ask Customer to call back after isolation period if answer is positive Support staff will help with soft fix if an emergency and Customer has symptoms or are self-isolating			5 1 5		

Contact with Customers	5	5	25	<p>Engineer to discuss with Customer at <u>phone call</u> stage re symptoms / self-isolation, any local parking restrictions maintaining a 2m distance and request for internal doors to be open for ease of access</p> <p>Engineer to discuss with Customer when <u>arriving</u> at property re symptoms / self-isolation (as a 3rd line of defence)</p> <p>Engineer to remind Customer if not complying to 2m distancing</p> <p>Engineer can leave property if they feel under threat at any time - reporting to their line manager ASAP</p> <p>If an Engineer MUST talk to a Customer, social distancing must be adhered to</p>	5	1	5	To continue till Government announce different
Travel routes around houses established by Engineer	5	5	25	<p>Engineer establishes 2m social distancing (as required by the Government's guidelines) at all times whilst completing works</p> <p>Use of internal door barrier to help keep work area segregated</p>	5	1	5	To continue till Government announce different
Surface Contact	5	5	25	<p>Engineer to wash hands for 20 seconds using the facilities in their van <u>before</u> they approach the Customer's property</p> <p>Engineer to wash their hands for 20 seconds <u>after</u> completing task and leaving property.</p> <p>Where Engineers do not have the correct facilities or material on their van, they must use their hand sanitiser</p>	5	1	5	To continue till Government announce different
Contaminated Equipment	5	5	25	<p>All Equipment must be cleaned between jobs</p> <p>Work area must be cleaned before and after task completed</p>	5	1	5	
Contact with fellow Engineers	5	5	25	<p>All works to be single person work where possible</p> <p>Where two person work is needed to mitigate other H&S risks (e.g. manual handling), social distancing will be implemented</p> <p>SFAIRP at all times</p> <p>Single occupancy use of vehicles</p>	5	1	5	
Contact with any other 3rd party	5	5	25	<p>Maintain social distancing at all times, regardless of location - suppliers, in public, hotels etc.</p>	5	1	5	
PPE usage Use of masks Use of Gloves	5	5	25	<p>Emergency work only (Code Red Job)</p> <p>PPE including masks to be worn by Engineers entering a suspected COVID-19 property</p> <p>Removal of PPE at Code Red jobs must be completed outside the property (as per SSOW 09)</p> <p>Engineer must be face fit tested for mask fit</p>	5	1	5	To continue till Government announce different

			25	<p>General work Engineer may wear PPE if they choose due to Covid19 but not mandatory for general works Engineers <u>must</u> wear the appropriate PPE required for the task as per their dynamic risk assessment as they would at any other time PPE can be removed correctly (see glove and face mask examples on SSOW09a) when an Engineer has left the Customer's property</p>			5		
Waste disposal	5	5	25	<p>Waste can be disposed of as general waste where there are no symptoms identified as per SSOW 09a Waste removed from the property at the end of each job/day (no waste left overnight)</p>	5	1	5		
Equipment use	5	5	25	<p>Engineers to sign the tablet on behalf of Customers during the COVID-19 period No sharing of pens etc. Only use own equipment</p>	5	1	5	To continue till Government announce different	
Vehicles	5	5	25	<p>Ensure vehicles kept in a clean and tidy state Use of wipes to clean down any surface that may be contaminated or have come into contact with equipment that could be contaminated</p>	5	1	5		
Break Times	5	5	25	<p>Breaks to be taken in van or outdoors, not in Customers homes Do not eat or drink in Customer's property</p>	5	1	5		

Control Items

The following items support the existing control measures identified in the risk assessment.

Control Item:	Details of Controls:
Applicable Documents	Risk Assessment / SSOW 09v2 Self Isolated Customer Deemed as Extremely Vulnerable SSOW 09a - Engineer General Works During COVID-19 Period HSE 20/010 Covid19 Controls Safety Alert Guidance documents HSE
Information and Instructions	SSOW and RA issue
Training Requirements/ Special Qualifications	Face Fit testing for Code Red volunteer Engineers
Supervision	Line Management
Access and Egress	2m distancing rule
Environment	
Equipment	Correct cleaning process
Emergencies	Code Red guidance
Communication	Updates from Exec Team
Other	

Risk Assessment Scoring Matrix		People	Injury not requiring first aid treatment (no lost time)	Injury requiring first aid treatment (no lost time)	Injury resulting in lost time or other notifiable occurrence	RIDDOR specified/ major injury	Fatality or permanent disability
		Assets	Vandalism, damage or loss of up to 5% of total assets	Vandalism, damage or loss of up to 15% of total assets	Major damage or loss of up to 30% of total assets	Extensive damage or loss of up to 50% of total assets	Total destruction
		Reputation	No impact, internal mention only, no brand damage	Slight impact, confined to local area, no brand damage	Moderate impact, short term national concern, brand exposed	Major impact, persistent national concern, some brand damage	Major impact, operation and brand severely affected
		Environment	No direct environmental impact	Minimal impact resulting in internal investigation and report	Impact of importance resulting in internal investigation and report	Impact of importance involving external organisations, EPA, SEPA	Major impact, loss of wildlife, severe pollution, significant prosecution
		Severity Rating	1	2	3	4	5
Frequency	Likelihood Rating						
Rare , only occurring in exceptional circumstances - (Once every 5 years +)	1						
Unlikely , could occur at some point (Once a year)	2						
Possible, might occur at some point (Quarterly)	3						
Likely, will occur in most circumstances (Once a week)	4						
Almost certain, is expected to occur in all circumstances (Once a day)	5						

LOW RISK	Managed by documented routine standards, processes and procedures. Health & Safety Officers, with the assistance of a Field Operations Line Manager, to monitor periodically to ensure the situation does not change, which may affect the low risk rating and prompt a review of the risk assessment
MEDIUM RISK	Control strategies are implemented by Health & Safety Officers and monitored by Field Operations Line Managers, with progress reports being sent to Heads of Departments. Health & Safety Officers to monitor periodically to review if further controls can be implemented to reduce the risk to 'Low Risk' or until the risk is reduced to as low as reasonably practicable
HIGH RISK	Immediate action required with consideration given to ceasing the activity until the risk can be reduced. Health & Safety Officers to produce detailed mitigation plans, authorised and monitored by the Head of Health & Safety and the Heads of Service Excellence, until the risk is reduced to 'Medium Risk' or as low as reasonably practicable.

Personal Protective Equipment

								
<p>✓ If required by individual</p>		<p>✓ If required by individual</p>	<p>✓ Clean hand protocol</p>	<p>✓ Safety Footwear at all Times</p>				

Dynamic Risk Assessment

A dynamic risk assessment **must** be completed for events outside of this risk assessment, ensure that everyone has read and understands any hazards along with the implemented control measures identified.