

# Coronavirus (COVID-19) Risk Assessment

Risk Assessment No.  
COVID-19-010



Description of activities and locations: Providing a safe workplace for all staff during the Coronavirus pandemic

Description of hazard	Who is at risk?	Equipment to be used?	Initial risk			Control Measures	Residual risk			Who to be actioned by?	Date actioned?
			L	C	RF		L	C	RF		
<b>For all staff</b>											
Fully furloughed workers	All staff		1	1	1	Staff classified as furloughed workers will not be working so no control measures required to prevent infection or transmission at work.	1	1	1	N/A	
Staff at higher risk and those facing mental and physical health difficulties	Any workers in this category		3	4	12	Give extra consideration to these people. Support clinically extremely vulnerable people by discussing their individual needs and precautions advised by clinicians. Provide support for workers around mental health and wellbeing. Enable people to stay connected while working from home and on flexible furlough with messaging groups, video and voice calls and monthly newsletters.	1	4	4	All staff	
Staff who are disabled or expectant mothers	Disabled and pregnant workers		4	4	16	Take into account the particular circumstances for these members of staff, communicate appropriately and make reasonable adjustments.	1	4	4	Managers	
Poor hand hygiene	All staff		3	4	12	Wash hands frequently for 20 seconds or use sanitiser gel regularly, especially after using the toilet, coughing or sneezing, touching surfaces touched by others and before handling food. Only touch face with clean hands. Catch coughs and sneezes in a tissue then throw it away then wash hands.	1	4	4	All staff	
Skin reaction to hand sanitiser	All staff		4	2	8	Test on a small area and check for reaction. Only use when soap and water not available. Use emollient if required.	1	2	2	All staff	
Contaminated surfaces	All staff		4	4	16	Maintain regular cleaning of surfaces, particularly those touched by people regularly.	1	4	4	All staff	
Inhaling virus present in the air (aerosols)	All staff		3	4	12	Provide adequate ventilation using natural (doors, windows, vents) and/or mechanical (fans, ducts) methods. Identify poorly ventilated areas and either improve ventilation or minimise use of these spaces. Avoid congestion in busy areas and encourage use of outside space where practical.	1	4	4	All staff	
Droplets spread by an infected person	All staff		3	4	12	Reduce contact between people by reducing the number of people each person has contact with. Encourage the use of face coverings in enclosed and crowded spaces, particularly in indoor areas where they may come into contact with people they don't usually meet. Encourage the use of outside spaces where practical.	1	4	4	All staff	
Face coverings not used safely	All staff		4	4	16	Wash hands thoroughly with soap and water for 20 seconds or use hand sanitiser before and after putting on or removing face coverings. Avoid touching your face or face coverings otherwise they could be contaminated with germs from your hands. Change face coverings if they become damp or they've touched them. Continue to wash hands regularly. Change or wash face coverings daily. If the material is washable, wash it in line with manufacturer's instructions. If it's not washable, dispose of it carefully in your usual waste. Do not leave used face coverings in vehicles.	1	4	4	All staff	01/08/2021
Close contact with infected person(s) on public transport	All staff		3	4	12	Use alternative transport if feasible. Otherwise use face coverings and travel outside peak times where possible.	1	4	4	All staff	
Close contact within company vehicles	All staff		4	3	12	Vehicle sharing is permitted but in order to mitigate risks, travel partners should be fixed for as long as possible, passengers should increase ventilation by opening windows and/or using ventilation systems, should sit side by side rather than face to face and should wear face coverings. Vehicles should be cleaned regularly and items such as used face coverings should not be left in vehicles. Vehicles should be cleaned before being handed over.	2	3	6	All staff	

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Staff coming to work when they should be self-isolating	All staff		4	3	12	This includes people who: have Covid-19 symptoms, live in the same household as someone with symptoms or they have been required to self-isolate by NHS Test and Trace. Self-isolation procedures repeatedly issued to all staff via People. Procedures are set out in Coronavirus Procedure V6 (Aug-21).	1	3	3	All staff	
A Covid-19 outbreak occurs in the workplace	Rachel Richards		3	5	15	The single point of contact (SPOC) for an outbreak will be Rachel Richards, who will liaise with the Local Authority Public Health team as required. Close contacts will be advised to self-isolate as required without waiting for NHS Test and Trace to advise.	1	5	5	All staff	
Staff may suddenly need to self-isolate at home with little warning	All staff		3	3	9	Most office staff already working from home, so if well enough to continue working, this will be possible. We ensure there is cover on all processes wherever possible as detailed in our Business Continuity Procedure. Contracts Managers discuss work plans to cover engineer absence if required.	3	1	3	All staff	
<b>For engineers working on client sites (indoors and outdoors)</b>											
Site procedures set by others may be inadequate	Engineers Apprentices		4	3	12	Contracts Managers to ensure each site provides our staff adequate protection measures in accordance with guidance set out in Coronavirus Procedure V6. Work with other employers or contractors sharing the workplace to protect everybody's health and safety.	1	3	3	Contracts Managers	
Virus present on contaminated surfaces	Engineers Apprentices		3	4	12	Working materials, such as iPads, testers and tools should be assigned to an individual and not shared where possible. If shared they should be cleaned between use.	1	4	4	Engineers Apprentices	01/08/2021
Virus transmitted via contact with infection person (droplets)	Engineers Apprentices		3	4	12	Use fixed teams or partnering where possible to reduce the number of close contacts.	1	4	4	Contracts Managers Engineers Apprentices	
<b>For engineers working in other people's homes</b>											
Procedures for working on other people's homes set by others may be inadequate	Engineers Apprentices		4	3	12	Contracts Managers to ensure arrangements in place provide our staff adequate protection measures in accordance with guidance set out in Coronavirus Procedure V6.	1	3	3	Contracts Managers	
Virus present on contaminated surfaces	Engineers Apprentices		3	4	12	Working materials, such as iPads, testers and tools should be assigned to an individual and not shared where possible. Internal doors should be left open to minimise contact with door handles.	1	4	4	Engineers Apprentices	
Unexpected cancellations	Engineers Apprentices		3	4	12	Advise our operational procedures described below to households to discuss whether or not we can attend and if so, how the work will be carried out to minimise risk for all parties.	1	4	4	Bookings team	
Entering a home where the residents are self-isolating	Engineers Apprentices Residents		3	4	12	Before entering the property the engineer(s) run through a checklist with the household to ensure it is safe to enter the house and complete the works.	1	4	4	Engineers Apprentices	01/08/2021
Working in a home where a resident is clinically vulnerable	Engineers Apprentices Residents		3	4	12	Make prior arrangements to avoid any face-to-face contact. Engineers should be particularly stringent about handwashing and coughing and sneezing hygiene.	1	4	4	Bookings Team Engineers Apprentices	
Contact with residents and presence of aerosols in the property	Engineers Apprentices Residents		4	3	12	Identify busy areas and minimise movement. Take breaks outside. Limit the number of workers within a confined space. Remove waste to be disposed of using the facilities at the office. Allocate the same engineer for subsequent visits where possible.	1	3	3	Engineers Apprentices	
Cross contamination between homes	Engineers Apprentices Residents		3	4	12	Engineers should wipe down the tester, tools and iPad used in the property once outside. Any waste (including used tissues, shoe covers etc.) should be bagged and stored in the vehicle before using hand sanitiser and moving to the next property.	1	4	4	Engineers Apprentices	
<b>For office staff</b>											

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Working at home	Office staff		2	3	6	All home workers should complete a DSE assessment to ensure their environment does not introduce new hazards. Homeworking procedure issued to relevant staff. Use Teams to keep in contact with office based staff and other homeworkers.	1	3	3		
Lone working	Office staff		4	4	16	Homeworkers may be lone working. Regular check-in on Teams.	2	4	8		
Virus present on surfaces within the office	Office staff		3	3	9	Frequently clean objects and surfaces that people touch frequently, such as door handles, photocopier and entry keypad. Office to be professionally cleaned once a week following consultation with those working. If workstations need to be shared they should be cleaned between each different user.	1	3	3		
Poor hygiene in the office			3	4	12	Use signs and posters to make people aware of the guidance. Regularly remind staff of the hygiene standards. Provide hand sanitiser in multiple locations. Keep premises well ventilated.	1	4	4	Office staff	01/08/2021
Contact with infected person	Office staff		3	4	12	Use screens and back-to-back or side-to-side working to reduce contact between people.	1	4	4		
Visitors could pass on the virus if infected	Office staff		3	3	9	External visitors should be asked to clean their hands frequently and not attend the office if they are displaying symptoms. Records are kept of all visitors for Test and Trace and emergency purposes.	1	3	3		
Collating NHS Test and Trace data	Office staff		3	3	9	Sign in book records all visitors to the office to allow us to identify those who may have been exposed to Covid-19 if a positive case is reported.	1	3	3		
Handling goods coming into the office	Contracts Managers		3	3	9	Encourage those handling incoming goods to wash their hands more frequently. Reduce close contacts by minimising the number of engineers waiting in the lobby for materials.	1	3	3		

<b>NEGLIGIBLE</b> No further action, ensure controls are maintained	<b>ADEQUATE</b> Look to improve at next review	<b>TOLERABLE</b> Look to improve within specified timescale	<b>UNACCEPTABLE</b> Stop activity and make immediate improvements	<b>ERROR</b> Risk factor cannot be less than 1	<table border="1"> <tr> <td style="background-color: #fcf8e3; color: #f0ad4e;">11</td> <td>Initial Risk</td> </tr> <tr> <td style="background-color: #d9ead3; color: #6aa84f;">4</td> <td>Residual Risk</td> </tr> </table>	11	Initial Risk	4	Residual Risk	<b>Prepared by:</b> Rachel Richards <b>Job Title:</b> Managing Director <b>Date prepared:</b> 01/08/2021 <b>Date for review:</b> 01/10/2021
11	Initial Risk									
4	Residual Risk									