



		Likelihood				
		Very Unlikely	Unlikely	Possible	Likely	Very Likely
		1	2	3	4	5
Negligible	1	1	2	3	4	5
Minor	2	2	4	6	8	10
Moderate	3	3	6	9	12	15
Major	4	4	8	12	16	20
Severity	Extreme	5	10	15	20	25

*Risk matrix used in risk assessment below  
RR = residual risk*

## Coronavirus (COVID-19) risk assessment

**Assessment date:** 12th May 2020/ 12<sup>th</sup> November 2020/ 12<sup>th</sup> May 2021

**Review date:** 12th November 2021

**Version:** 1.0

Hazard	Risk	Control measures	RR	Persons at risk
<p>Exposure from others due to:</p> <p>1) Living with someone with a confirmed case of COVID-19.</p> <p>2) Have come into close contact (within 2 metres for 15 minutes or more) with a confirmed case of COVID-19.</p> <p>3) Being advised by a public health agency that contact with a diagnosed case has occurred.</p>	<p>4 x 3 = <b>12</b></p>	<ul style="list-style-type: none"> <li>To follow government action of self-isolation and only to leave house on the following circumstances: for medical reason; to shop for necessary food supplies; for exercise once per day; and for essential works including those deemed 'key workers'</li> <li>Any existing individual risk assessments (disability, young persons or new / expectant mothers) to be reviewed</li> <li>Maintain contact with Installations Manager and to follow company policy / guidance.</li> <li>Travel is only required for essential travel; reduce the amount of time using public transport and to implement social distancing where possible (2m clearance from persons and not to travel in groups of more than 2 unless it is immediate family)</li> <li>To continue following ongoing government guidance</li> <li>Stay at home and only attend hospital in an emergency. Do not attend GP surgery and phone NHS line (111) if further advice is required</li> <li>Company to ensure extremely vulnerable persons (Solid organ transplant recipients; people with specific cancers: people with cancer who are undergoing active chemotherapy or radical radiotherapy for lung cancer; people with cancers of the blood or bone marrow such as leukaemia, lymphoma or myeloma who are at any stage of treatment; people having immunotherapy or other continuing antibody</li> </ul>	<p>4 x 1 = <b>4</b></p>	<p>Individual workers Occupier of home</p>

		<p>treatments for cancer; people having other targeted cancer treatments which can affect the immune system, such as protein kinase inhibitors or PARP inhibitors; people who have had bone marrow or stem cell transplants in the last 6 months, or who are still taking immunosuppressive drugs; People with severe respiratory conditions including all cystic fibrosis, severe asthma and severe COPD; People with rare diseases and inborn errors of metabolism that significantly increase the risk of infections (such as SCID, homozygous sickle cell); People on immunosuppression therapies sufficient to significantly increase risk of infection; Women who are pregnant with significant heart disease, congenital or acquired.) are shielding themselves and following their specific medical advice issued to them no later than 29/3/2020</p> <ul style="list-style-type: none"> <li>● Follow good NHS hygiene measures at all times</li> <li>● Avoid all visitors to your home unless they are providing a medical requirement</li> <li>● Do not approach delivery staff, allow packages to be left on the doorstep</li> <li>● Do not take any antibiotics as they do not work against viruses.</li> </ul>		
<p>Social Distancing on Sales &amp; Survey appointments</p>	<p>4 x 3 = <b>12</b></p>	<ul style="list-style-type: none"> <li>● Send occupier COVID-19 policy prior to appointment to ensure household understands our protocol</li> <li>● Check prior to visit that no one in the household is isolating because one or more family members have symptoms, or where an individual has been advised to shield</li> <li>● When visiting a household where somebody is clinically vulnerable, but has not been asked to shield (e.g. someone over 70), prior arrangements should be made to avoid face to face contact</li> <li>● Journeys to/ from site should be carried out alone where possible</li> <li>● PPE should be utilised where possible (hand sanitiser used prior to engaging with customer or disposable gloves as well as a face mask)</li> <li>● Knock on customer's door and step back 2 metres</li> <li>● Appointment should always be carried out outside where possible maintaining a 2 metre separation (where this is not possible, the meeting can take place in a well-ventilated room)</li> <li>● Do not share pens, tape measures, clipboards or other objects to avoid transmission</li> <li>● Regularly clean all objects taken into people's homes</li> <li>● If you cough or sneeze, reduce the spread of germs by covering your nose/ mouth with a tissue/ sleeve (if you don't have a tissue)</li> <li>● Do NOT under any circumstances shake hands</li> <li>● Wash hands at earliest opportunity for 20 seconds using hot water &amp; soap (particularly after coughing, sneezing or touching your face)</li> </ul>	<p>4 x 1 = <b>4</b></p>	<p>Individual workers Occupier of home</p>

Office based transmission of virus	$4 \times 3 = 12$	<ul style="list-style-type: none"> <li>Surfaces of office (desks, keyboards, telephones &amp; handsets, photocopiers, water dispenser) as well as door handles to be cleaned with anti-bacterial wipes daily</li> <li>Do NOT share desks, keyboards, telephone handsets, pens, calculators etc.</li> <li>Always maintain a 2 metre distance from each other</li> <li>If you cough or sneeze, reduce the spread of germs by covering your nose/ mouth with a tissue/ sleeve (if you don't have a tissue)</li> <li>Do NOT under any circumstances shake hands</li> <li>Keep number of persons in the office to a minimum at all times (for the time being, customers are not permitted into the office unless making a payment- this can be a maximum of one at any given time)</li> <li>Wash hands regularly throughout the day for 20 seconds using hot water &amp; soap (particularly after coughing, sneezing or touching your face)</li> <li>Stagger Installation teams arrival times to ensure that multiple teams are not in the office at any given time</li> <li>Use disposable cups where possible. Only use re-useable cups if they are your own</li> </ul>	$4 \times 1 = 4$	Individual workers Customers
Installers travelling to work/ site	$4 \times 3 = 12$	<ul style="list-style-type: none"> <li>Installers should always use transport on their own where possible</li> <li>If Installers have no option but to travel together (e.g. working in a team), the journeys should be with the same individual/s</li> <li>If there are multiple occupants of the vehicle, good ventilation should be maintained with windows open and occupants facing away from one another</li> <li>Vehicles should be cleaned regularly using gloves and antibacterial wipes (door handles, steering wheel, gear stick etc)</li> <li>Installers should be matched to households local to them where possible to minimise risk of transmission</li> <li>Use hand sanitiser upon arrival at destination</li> <li>Either use shoe coverings until dust sheets have been laid, or clean/ dis-infect shoes upon arrival at site</li> </ul>	$4 \times 1 = 4$	Individual workers
Working on an occupied home	$4 \times 3 = 12$	<ul style="list-style-type: none"> <li>Send occupier COVID-19 policy prior to appointment to ensure household understands our protocol</li> <li>Check prior to visit that no one in the household is isolating because one or more family members have symptoms, or where an individual has been advised to shield (Telephone ahead night before)</li> <li>When visiting a household where somebody is clinically vulnerable, but has not been asked to shield (e.g. someone over 70), prior arrangements should be made to avoid face to face contact</li> <li>Request that households leave all internal doors open to minimise contact with handles</li> <li>Discuss with households prior to work that a 2</li> </ul>	$4 \times 1 = 4$	

		<p>metre distance must be maintained at all times</p> <ul style="list-style-type: none"> <li>• Ideally, the occupier should isolate in another room (with the door closed) that is not having the installation carried out in whilst the Installers are on site</li> <li>• PPE should be utilised where possible (hand sanitiser used prior to engaging with customer or disposable gloves as well as a face mask)</li> <li>• Knock on customer's door and step back 2 metres</li> <li>• Clean Dust sheets should be laid throughout areas you are working in within the home (these are to be washed/ disinfected after each installation)</li> <li>• Upon arrival on site, Senior Installer to identify busy areas in household and notify occupier that movement in these areas should be minimised (e.g. stairs, corridors)</li> <li>• Installers to bring their own food &amp; drink to site (Please do not accept food/ drink from the occupier or a co-worker)</li> <li>• Tools and Power Tools should not be shared between installers (please use your own tools at all times and regularly clean them)</li> <li>• Regularly use hand sanitiser throughout the day (particularly after coughing, sneezing or touching your face)</li> <li>• A Fixed pairing system will be used to minimise risk of transmission</li> <li>• The same Installer/s will be allocated to a household when projects continue for multiple days</li> <li>• All products installed are to be cleaned thoroughly with usual cleaning products before leaving site each day</li> <li>• Any surfaces that have been touched in the home should be cleaned each day</li> <li>• All waste &amp; belongings should be removed from the home each day</li> <li>• If you cough or sneeze, reduce the spread of germs by covering your nose/ mouth with a tissue/ sleeve (if you don't have a tissue)</li> <li>• Do NOT under any circumstances shake hands</li> </ul>		
Suspected case whilst working on site	$4 \times 4 = 16$	<p>If a worker develops a high temperature or a persistent cough while at work, they should:</p> <ol style="list-style-type: none"> <li>1) Return home immediately</li> <li>2) Avoid touching anything</li> <li>3) Cough or sneeze into a tissue and put it in a bin, or if they do not have tissues, cough and sneeze into the crook of their elbow.</li> <li>4) They must then follow the guidance on self-isolation and not return to work until their period of self-isolation has been completed.</li> </ol> <p>We will postpone Installation immediately (once home is secure) and notify occupier/ homeowner</p>	$4 \times 1 = 4$	Individual workers
General travel including foreign travel	$4 \times 4 = 16$	<ul style="list-style-type: none"> <li>• Do not travel unless you cannot work from home or deemed a key worker – implement teleconferencing for meetings</li> <li>• Where an individual has recently visited foreign countries, they should self / home isolate</li> </ul>	$4 \times 1 = 4$	Individual workers

		<p>themselves until further notice from the government (lockdown measures continue to apply)</p> <ul style="list-style-type: none"> <li>• Please continue to follow any further national government advice provided</li> <li>• Where an occupational health (OH) service provider has been appointed, please seek additional advice or concerns through this service</li> <li>• All persons to limit their use of public transport. Where travel is essential, please use private single occupancy where possible</li> </ul>		
Inclement weather – cold temperature allows disease to survive	$2 \times 2 = 4$	<ul style="list-style-type: none"> <li>• All persons to dress appropriately for the weather</li> <li>• Welfare facilities provided to shelter from the elements</li> <li>• Maintain good hygiene measures at all times</li> <li>• Appropriate respiratory protective equipment (RPE) masks to be considered as last resort however face fit test (FFT) must be completed to ensure mask effectiveness. It is advised to speak to your H&amp;S competent person on these matters and supplies should be reserved for medical staff as it has been documented that supplies have been difficult to procure</li> </ul>	$2 \times 1 = 2$	Individual workers
Poor hygiene	$4 \times 4 = 16$	<ul style="list-style-type: none"> <li>• Wash your hands thoroughly and regularly. Use soap and water for at least 20 seconds. Use alcohol-based hand sanitiser if soap and water is not available and hand washing technique to be adopted as directed by NHS</li> <li>• Avoid touching your face/eyes/nose/mouth with unwashed hands and cover your cough or sneeze with a tissue then throw it in the bin.</li> <li>• Regularly clean the hand washing facilities and check soap and sanitiser levels</li> <li>• Provide suitable and sufficient rubbish bins for hand towels with regular removal and disposal.</li> <li>• Restrict the number of people using toilet facilities at any one time as well as washing hands before and after using the facilities</li> <li>• Enhance the cleaning regimes for toilet facilities particularly door handles, locks and the toilet flush</li> </ul>	$4 \times 1 = 4$	Individual workers
Working within 2 metres of working team	$4 \times 4 = 16$	<ol style="list-style-type: none"> <li>1) Always consider if the task can be performed differently without having to breach the 2m social distancing rule</li> <li>2) Workers are to limit face to face working and work facing away from each other when possible</li> <li>3) Limit the frequency of working within 2m to an absolute minimum and ensure it is for strictly low intensity, sporadic work where exposure to this distance is less than 15 mins</li> <li>4) Consider introducing an enhanced authorisation process (permit to work) for</li> </ol>	$4 \times 2 = 8$	Individual workers

		<p>activities where less than 2m distance may be required</p> <ol style="list-style-type: none"> <li>5) Provide additional supervision to monitor distancing and teams not to be rotated</li> <li>6) Continue to conduct dynamic risk assessments whilst completing the work and speak up if there is a safer way of completing the task</li> <li>7) All equipment to be thoroughly cleaned prior and after using it.</li> <li>8) Increased ventilation will be provided within enclosed spaces</li> <li>9) Sites should consider RPE for Coronavirus (Covid-19) where the two metre social distancing guidelines is not met. Equipment must be face fit tested to all users</li> <li>10) Consideration given to disposable gloves and eyewear to prevent and reduce potential contamination</li> <li>11) Reusable PPE should be thoroughly cleaned after use and not shared between workers. These should be stored in suitable places</li> <li>12) Single use PPE should be disposed of so that it cannot be reused and to control potential contamination is controlled (waste removed by a responsible, approved contractor).</li> </ol>	
--	--	--	--

## Training

Please ensure a manager's brief has been completed alerting to company specific process / procedures

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

<https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-advice/>

<https://www.nhs.uk/conditions/coronavirus-covid-19/advice-for-travellers/>

<https://www.gov.uk/government/publications/coronavirus-action-plan>

## Management

- Please ensure all staff are aware of reporting requirements and that all confirmed cases are escalated to your H&S competent person .
- Information notes are to be sent out and any updates communicated in a timely manner to the workforce.
- This must include letting staff know about symptoms and actions the medical professionals are advising people to take.
- A colleague who has been isolated for 14 days cannot return to work until the appropriate 'fit note' documentation is provided by their GP/healthcare provider to demonstrate they are now fit to return to work.
- Assessments to be reviewed every 6 months or where significant change has occurred
- Please remind staff that in order to minimise the risk of spread of infection, we rely on everyone in the industry taking responsibility for their actions and behaviours.
- Please encourage an open and collaborative approach between your teams on site where any issues can be openly discussed and addressed.

If in England call **NHS on 111**, if in Scotland call your **GP or NHS 24**, If in Wales call **0845 46 47 or 111** or if in Northern Ireland contact **0300 200 7885** where you will be assessed by an appropriate specialist. NHS guidance is that you do not go directly to your GP surgery, community pharmacy or hospital unless an emergency occurs