

Persons at Risk		Employees, Customers, Members of Public					
Hazard	Existing Controls, Safe Work Procedures & Reference to Safe System of Work (Where applicable)	Risk Rating			Further Action	Date Completed	
		L	C	Total			
1	Exposure to COVID-19 - Contact with infected persons	<ul style="list-style-type: none"> <li>All employees who can work from home are doing so.</li> <li>Customers and residents are subject to COVID-19 questionnaire pre-screening prior to each attendance on site.</li> <li>All employees are instructed to stay at home for a period of 7 days from the onset of symptoms of new continuous cough or high temperature.</li> <li>All employees are instructed to stay at home for a period of 14 days from the onset of symptoms of new continuous cough or high temperature in a member of their household.</li> <li>All employees instructed to stay at home for a full 7 days in the event that they develop symptoms of a new continuous cough or high temperature, during the 14 day period of staying at home due to a member of their household being symptomatic – even if this takes the entire period beyond the initial 14 days.</li> <li>Customers and engineers will all be briefed on these measures immediately and with daily emails, regular reminders posted on company group WhatsApp's.</li> <li>Temperature checks are implemented for engineers to take and record daily. Employees with high temperatures will be instructed to stay home and the company sickness procedure will be implemented.</li> <li>Local infection rates will be monitored.</li> </ul>	<b>HIGH</b>			<ul style="list-style-type: none"> <li>Review Government/ Public Health Guidance weekly.</li> <li>Review Company documentation in line with any Government updates and issue any changes to Engineers and Customers.</li> </ul>	May 2020
2	Exposure to COVID-19 – Contact with or inhalation of aerosols / airborne virus.	<ul style="list-style-type: none"> <li>Social distancing requirements are fully implemented, 2m distance maintained between engineers and customers.</li> <li>Engineers who work together are kept in the same group to minimise multiple contact.</li> <li>Measures have been implemented to prevent contact with customers, residents and visitors. Customers are instructed to follow our engineer premises attendance guide and follow instructions regarding access and egress.</li> </ul>	<b>HIGH</b>			<ul style="list-style-type: none"> <li>Review Government/ Public Health Guidance weekly.</li> <li>Review Company documentation in line with any Government updates and issue any changes to Engineers and Customers.</li> <li>Review Engineer Attendance Guide and ensure it is issued to customers prior to works being undertaken.</li> </ul>	May 2020

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3	Exposure to COVID-19 – Physical contact with virus or contaminated materials.	<ul style="list-style-type: none"> <li>Customers and engineers are subject to COVID-19 questionnaire pre-screening prior to our attendance on site.</li> <li>Only essential documents are printed where use of electronic documents is not practicable.</li> <li>Paper file handling is not permitted. Electronic/online systems are used to manage data/information.</li> <li>Online Payments are required. Cash works must be approved before works commence.</li> <li>All employees instructed and regularly reminded to wash hands as often as possible for a minimum of 20 seconds. Adequate facilities provided and maintained to ensure this can occur including provision of additional hand washing facilities and hand sanitiser where practicable.</li> <li>All employees instructed and enabled to clean their hands for a minimum of 20 seconds on arriving at, and leaving, the premises. Compliance with this requirement is monitored and supervised.</li> <li>All employees instructed and enabled to clean hands for a minimum of 20 seconds at the beginning and end of breaks.</li> <li>All employees instructed and enabled to clean hands for a minimum of 20 seconds before and after eating.</li> <li>All employees instructed and enabled to clean hands for a minimum of 20 seconds before and after use of shared equipment or workstations.</li> <li>All employees instructed and enabled to clean their hands for a minimum of 20 seconds in the event they cough or sneeze.</li> <li>Equipment sharing is minimised through introducing safe working procedures and providing additional equipment where available.</li> <li>Equipment is cleaned and disinfected before use.</li> <li>Employees instructed to avoid touching their face, eyes, mouth with their hands and regularly reminded to follow government guidance on hygiene techniques.</li> <li>Cleaning materials are provided to all engineers to ensure they have facilities to clean equipment within a customer premises.</li> </ul>	<b>HIGH</b>			<ul style="list-style-type: none"> <li>Cleaning supplies to be kept stocked and are replenished as required.</li> <li>Ensure information is sent to clients before works are undertaken.</li> <li>Review arrangements to ensure suitability.</li> </ul>	May 2020

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4	Interruption of existing emergency, first aid and supervisory procedures following implementation of COVID-19 controls.	<ul style="list-style-type: none"> <li>First Aid Needs Assessment reviewed.</li> <li>Key health and safety information is readily available, to ensure continuity in the event of staff absence. All relevant staff made aware of where to find such information.</li> <li>Existing risk assessments are reviewed and updated where there are significant changes to specific working arrangements.</li> </ul>	<b>LOW</b>			•	May 2020.
5	Travel to Work – Travel for Work	<ul style="list-style-type: none"> <li>Engineers will work together in the same groups to minimise exposure.</li> <li>Ventilation will be increased when possible and avoid sitting face-to-face.</li> <li>Cleaning shared vehicles between shifts or on handover.</li> </ul>	<b>HIGH</b>			•	Ensure adequate stocks are kept. May 2020